



Central Midlands Regional
Transit Authority (CMRTA) dba



TITLE VI Compliance Program Update

Adopted by CMRTA Board of Directors-April 2023
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Section 1

Title VI Policy and Procedures

Introduction

Central Midlands Regional Transit Authority (The COMET) was formed by the City of Columbia, Richland County, Lexington County and City of Forest Acres in 2000 and was given the responsibility for providing local transit service within Richland and Lexington Counties as a regional transportation authority under South Carolina Code of Laws, Chapter 25. The COMET contracts for operations and maintenance of transit services with RATP Dev USA, Enterprise, Bewegen, Uber and Lyft. Staff are directly responsible for planning, capital investments, financial management, and operations oversight. The COMET is financially supported by Richland County Transportation Penny Funds, Lexington County General Funds, State Mass Transit Act Funds, fares, miscellaneous and advertising revenues, and Federal Section 5307, 5310, 5311 transit funds.

Transit services is provided throughout Richland and Lexington Counties on 45 fixed routes, three (3) rural flex routes, and an ADA complementary paratransit services. Transit services are provided throughout 1,225 square miles within Richland and Lexington Counties currently. Express routes travel to Sumter and Newberry Counties and connections are available to Fairfield County Transit System at Killian Road Walmart.

As a recipient of United States Department of Transportation (USDOT) funding, The COMET has developed the following compliance plan for meeting the requirements of Title VI of the Civil Rights Act of 1964 and the USDOT Order on Environmental Justice.

By formal adoption of the Title VI Compliance Plan Update and the annual execution of the FTA Certifications and Assurances, The COMET hereby certifies compliance with the requirements of Title VI of the Civil Rights Act of 1964, as amended (42 USC 2000d); 42 USC 4601; 49 USC Section 5332; 49 CFR Part 21; 28 CFR part 42; FTA Circular 4702.1B; FTA Circular 4703.1; Executive Order 13166; DOT LEP Policy Guidance, and Section 12 of FTA's Master Agreement.

Title VI of the Civil Rights Act of 1964, as amended, protects any person in the United States on the ground of race, color, or national origin from being excluded from participation, being denied the benefits of, or be otherwise subjected to discrimination under any program or activity receiving Federal financial assistance from the US Department of Transportation.

Objectives:

The objectives of The COMET's Title VI program are:

1. To ensure that USDOT assisted benefits and related services are made available and are equitably distributed without regard to race, color, or national origin;
2. To ensure that the level and quality of the USDOT assisted public transit services are sufficient to provide equal access and mobility for any person without regard to race, color, or national origin;
3. To ensure that opportunities to participate in transit planning and decision making are provided to persons without regard to race, color, or national origin;

4. To ensure that decisions on the location of transit services and faculties are made without regard to race, color, or national origin; and
5. To ensure that corrective and remedial action is taken by The COMET as recipients of USDOT assistance to prevent discriminatory treatment of any beneficiary based on race, color, or national origin.

General Requirements

The COMET is required to submit the following information to the Federal Transit Administration (FTA) as part of the agency's Title VI Program. Also, The COMET's subrecipients are required to submit Title VI information on a schedule determined by The COMET.

Checklist of Requirements

- ➔ Title VI Notice to the Public, including a list of locations where the notice is posted
- ➔ Title VI Complaint Procedures
- ➔ Title VI Complaint Form
- ➔ List of transit-related Title VI investigations, complaints, and lawsuits
- ➔ Public Participation Plan
- ➔ Language Assistance Plan
- ➔ Table depicting the membership of non-elected committees and councils
- ➔ Subrecipient Monitors
- ➔ Title VI Equity Analysis (Facilities, Service and/or Fare)
- ➔ Board Meeting Minutes/Resolution - Approving Title VI Program

Requirement of all Fixed Route Transit Providers:

- ➔ Service standards
- ➔ Service policies

Requirement of Transit Providers that operate 50 or more fixed route vehicles in peak service and are located in an Urbanized Area (UZA) of 200,000 or more people:

- ➔ Demographic and service profile maps and charts
- ➔ Demographic ridership and travel patterns, collected by surveys
- ➔ Service Monitoring program and report (including Evidence of Board Approval)
- ➔ Description of the Public Engagement Process
- ➔ Results of service and/or fare equity analyses conducted since the last Title VI Program submission

Expiration Date

The COMET is required to update its Title VI Program every three years. The COMET's current Title VI Program will expire on July 31, 2023.

Title VI Notice to the Public



Title VI Policy Statement

The Central Midlands Regional Transit Authority dba The COMET is committed to ensuring that no person is excluded from participation in or denied the benefits of its services on the basis of race, color or national origin, as provided by Title VI of the Civil Rights Act of 1964, as amended.

The General Manager, senior management and all supervisors and employees share the responsibility for carrying out The COMET's commitment to Title VI. The Title VI Coordinator is responsible for the day-to-day operation of the program.

For additional information on The COMET's nondiscrimination obligations, please write to:

Central Midlands Regional Transit Authority (The COMET)
Director of Regulatory Compliance/Civil Rights Officer
3613 Lucius Road
Columbia, SC 29201

Complaints must be in writing and filed within 180 days following the date of the alleged discriminatory occurrence. Complaint forms can be downloaded from www.catchtheCOMET.org or email at info@TheCOMETsc.gov.

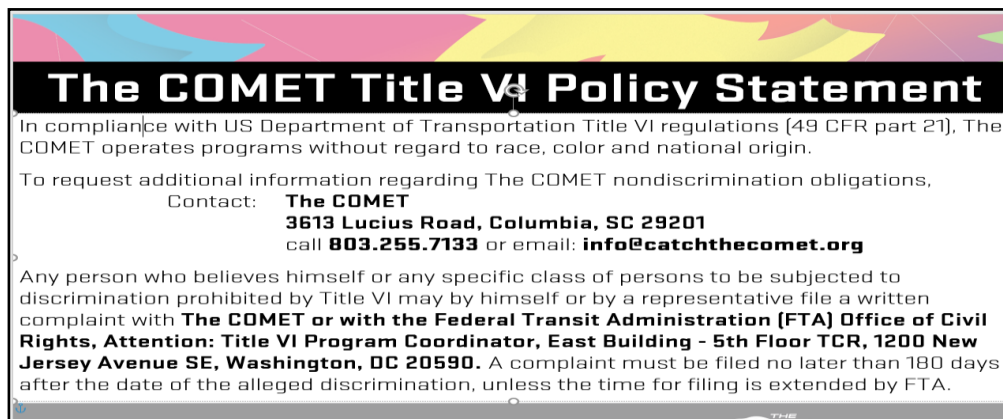
A complainant may also file directly with the Federal Transit Administration by filing a complaint with the Office of Civil Rights using the mailing address below:

Federal Transit Administration
Office of Civil Rights
Attention: Title VI Program Coordinator
East Building 5th Floor-TCR
1200 New Jersey Ave., SE
Washington, DC 20590

Locations of Title VI Public Notices

The COMET Title Policy Statement is publicly posted on all revenue fleet vehicles, traditionally located on a card behind the operator. Figure 1 depicts the Title VI posting on The COMET's fleet vehicles.

Figure 1: Title VI Policy Displayed on The COMET Bus



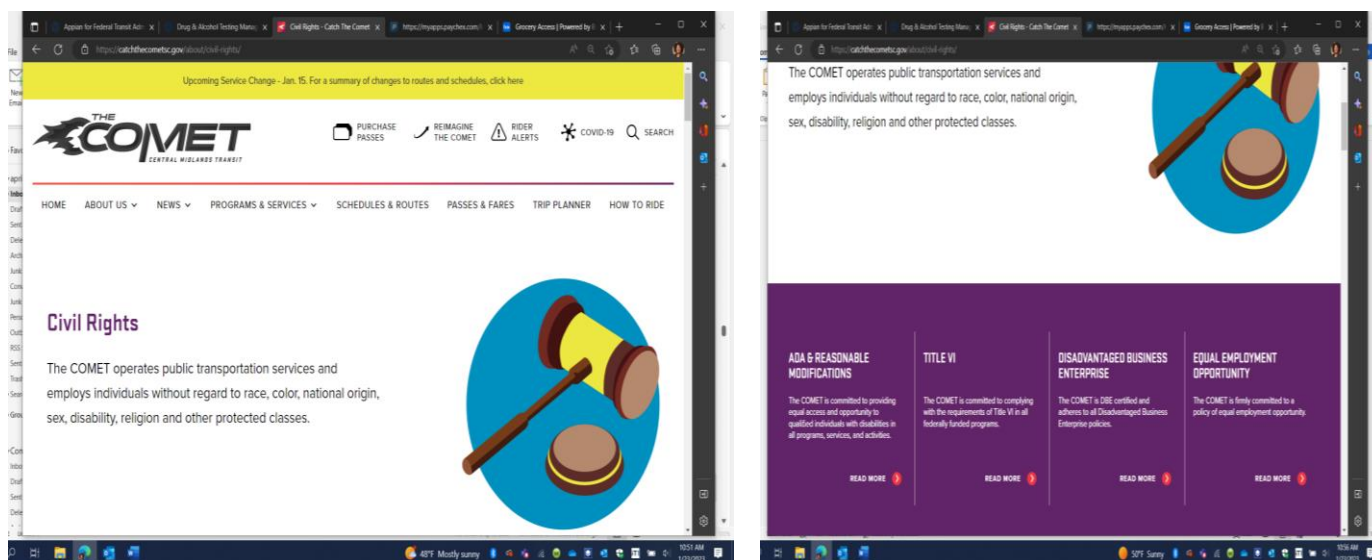
The COMET's Title VI Policy Statement is publicly posted at The COMET Central public transit station, The COMET's operating facility and The COMET's administrative offices.

The COMET's Transit Rider's Guide

The COMET's Title VI Policy Statement is also posted online under ABOUT US at:

<http://catchtheCOMETsc.gov/civil-rights/#title-vi>

Figure 2 – Title VI on The COMET Website



VI Complaint Internal Procedures

1. Title VI Complaint Procedures

The COMET's procedures apply to complaints filed under Title VI of the Civil Rights Act of 1964, relating to any program and/or activity administered by The COMET or its sub-recipients, consultants, and/or contractors. Intimidation or retaliation of any kind is prohibited by law.

The COMET's procedures do not deny the right of the complainant to file formal complaints with other State or Federal agencies, or to seek private counsel for complaints alleging discrimination. These procedures are part of an administrative process that does not provide for remedies that include punitive damages or compensatory remuneration for the complainant.

a. Filing

Any person who believes that he or she or any specific class of persons has been subjected to discrimination or retaliation prohibited by Civil Rights authorities, based upon race, color, , or national origin, may file a written complaint to The COMET's Title VI Program Coordinator (the "Title VI Coordinator"), whom is the Director of Regulatory Compliance/Civil Rights Officer. The complaint must meet the following requirements:

1. A formal complaint must be filed within 180 calendar days of the alleged occurrence or when the attached discrimination became known to the complainant (the "Complainant").
2. Complaints must be in writing, signed by the Complainant, and include full contact information (mailing address, telephone number, and email address if available).
3. Complaints must include the date of the alleged act(s) of discrimination (date when the Complainant became aware of the alleged discrimination) or the date on which the conduct was discontinued or the latest instance of the conduct.
4. Complaints must present a detailed description of the issues; include the names, job titles, and addresses of those individuals perceived as parties in the action complained against; and the names and addresses of any witnesses. The COMET Title VI Complaint Form is attached as Exhibit 1.
5. The allegation(s) in the complaint must involve a covered basis such as race, color or national origin.
6. The allegations in the complaint must involve a program or activity that receives Federal financial assistance.
7. Complainant has a continuing duty to provide the Title VI Coordinator with his/her current contact information.

b. Receipt, Acceptance and Preliminary Investigation.

1. Upon receipt of the complaint, the Title VI Coordinator will review the complaint to determine if the requirements set forth in Section 2(a)1-6 have been met.
2. Within 15 calendar days of the receipt of the complaint, the Complainant shall be informed by the Title VI Coordinator in writing that the complaint meets the requirements or informed of which requirement(s) have not been met. The Complainant(s) shall have 30 calendar days from the date of such notice to supplement, amend or refile the complaint.
3. If the complaint meets the requirements in Section 2(a), the Title VI Coordinator shall conduct a preliminary investigation. This investigation shall include but not be limited to an interview with the Complainant, interview with the person or persons named in the complaint, review of any documents provided by the Complainant, review of any audio, video or other digital evidence, or interviews with any witnesses.
4. The COMET will assume responsibility for investigating complaints against any of its sub-recipients. Complaints in which The COMET is named as the Respondent, shall be forwarded to the appropriate Federal agency for proper disposition, in accordance with their procedures.

c. Review or Action by Executive Director; Initial Investigation

1. Within 30 calendar days of the date of the determination made pursuant to (b)(2) or within 30 calendar days of the date the Complainant provides additional information specified in (b)(2), the Title VI Coordinator shall submit to the Executive Director a written report summarizing the preliminary investigation.
2. The Executive Director shall review the report within 30 calendar days of its date and shall take action accepting the report as final and submit to the FTA or take action referring the matter to an attorney other than its general counsel for further investigation.

If the matter is referred, the Executive Director shall direct that the report from the attorney be received within 60 calendar days of the date of the referral at which time the report shall be reviewed by the Executive Committee and submitted to the FTA.

d. Dismissal

A complaint may be recommended for dismissal for the following reasons:

1. The Complainant requests, in writing, withdrawal of the complaint.
2. The Complainant fails to respond to repeated requests for additional information needed to process the complaint.

3. The Complainant cannot be located after reasonable attempts.

e. Investigation of Complaints

In cases where The COMET assumes responsibility for investigation of Complaints against any of its sub-recipients, The COMET will provide the Respondent with the opportunity to respond to the allegations in writing. The COMET Executive Director will designate an investigative team responsible for evaluating the complaint, developing an investigative plan, conducting interviews, collecting and analyzing evidence, and preparing an investigative report.

The COMET's final investigative report will be submitted to FTA (or appropriate Federal agency) within 60 calendar days of receipt of the complaint. FTA will issue a final agency decision (FAD) and provide written notification of the decision to the Complainant and Respondent.

f. Appeals

If the FTA concludes that the respondent is in compliance with laws/regulations and the Complainant disagrees, the Complainant may, if dissatisfied, file an action in the appropriate U.S. District Court.

The COMET Title VI Complaint Process and Form

The COMET is fully compliant with the requirements of Title VI of the Civil Rights Act of 1964 and is committed to making its services accessible to everyone. Persons who believe they have been discriminated against based on race, color, or national origin by The COMET may file a formal Title VI discrimination complaint within 180 days of the alleged occurrence by completing and submitting The COMET Title VI Complaint Form.

A Title VI complaint must be made in writing. If the customer requires assistance in completing the form to file the complaint, please contact the Title VI Coordinator at (803) 255-7129 to receive assistance. Submit the completed form by mail, fax, email, or deliver in-person to:

The COMET

Attn: Title VI Coordinator
3613 Lucius Road
Columbia, SC 29201
Fax: (803) 255-7113
email: info@catchtheCOMET.org

Customers may also choose to file a complaint directly with:

Federal Transit Administration Office of Civil Rights

Attn: Complaint Team
East Building, 5th Floor – TCR
1200 New Jersey Ave, SE
Washington, DC 20590

If the complaint is submitted to The COMET, the information will be reviewed and a letter of acknowledgement will be sent to inform the customer that the complaint will be investigated appropriately. A final written determination of the outcome of the complaint will occur no later than 30 working days of receipt. If the complaint is not substantiated, The COMET will advise the complainant of his or her right to appeal.

Appeals Process

If complainant disagrees with The COMET's determination, the complainant may appeal the decision in writing with The COMET (at the address above). If the complainant believes the occurrence of the discriminatory act is in violation of federal laws, the appeal may be submitted directly to the following agencies:

Appeals must be filed **within 180 days of the alleged discriminatory act** to the following:

Federal Transit Administration Office of Civil Rights
East Building, 5th Floor – TCR
1200 New Jersey Avenue SE
Washington, DC 20590



Title VI Complaint Form

Fill the form out COMPLETELY. Only complete complaints will be processed.

Section I:		
Name:		
Address:		
Telephone (Home):	Telephone (Work):	
Email Address:		
Accessible Format Requirements?	<input type="checkbox"/> Large Print	<input type="checkbox"/> Audio Tape
	<input type="checkbox"/> TDD	<input type="checkbox"/> Other
Section II:		
Are you filing this complaint on your own behalf?		
<input type="checkbox"/> Yes. Go to Section III.		
<input type="checkbox"/> No. If not, supply the name and relationship of the person for whom you are complaining.		
Please explain why you have filed for a third party:		
Confirm you have obtained permission from the aggrieved party if you are filing on behalf of a third party.	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Section III:		
I believe the discrimination I experienced related to Title VI was based on (check all that apply):		
<input type="checkbox"/> Race <input type="checkbox"/> Color <input type="checkbox"/> Country of Origin		
Date of alleged discrimination (Month, Day, Year): _____		
Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form.		
_____ _____ _____		
Section VI:		
Have you previously filed a discrimination complaint with this agency?	<input type="checkbox"/> Yes	<input type="checkbox"/> No

If yes, please provide any reference information regarding your previous complaint.

Section V:

Have you filed this complaint with any other federal, state, or local agency, or with any federal or state court?

☐ Yes ☐ No

If yes, check all that apply:

☐ Federal Agency: _____
☐ Federal Court: _____ ☐ State Agency: _____
☐ State Court: _____ ☐ Local Agency: _____

Please provide information about a contact person at the agency/court where the complaint was filed.

Name: _____

Title: _____

Agency: _____

Address: _____

Telephone: _____

Section VI:

Name of agency complaint is against: _____

Name of person complaint is against: _____

Title: _____

Location: _____

Telephone Number (if available): _____

You may attach any written materials or other information that you think is relevant to your complaint.

Your signature and date are required below:

Signature

Date

Please complete and return the Title VI COMPLAINT FORM to the following:

Central Midlands Regional Transit Authority (The COMET)
Director of Regulatory Compliance/Civil Rights Officer
3613 Lucius Road
Columbia, SC 29201

Formulario de quejas del Título VI

Complete el formulario EN SU TOTALIDAD. Solo se procesarán las quejas completas.

Sección I:		
Nombre:		
Dirección:		
Teléfono (casa):	Teléfono (trabajo):	
Dirección de correo electrónico:		
¿Requisitos de formato accesible?	<input type="checkbox"/> Letra grande	<input type="checkbox"/> Cinta de audio
	<input type="checkbox"/> TDD	<input type="checkbox"/> Otro
Sección II:		
¿Está presentando esta queja en nombre propio?		
<input type="checkbox"/> Sí. Ir a la sección III.		
<input type="checkbox"/> No. Si no es así, proporcione el nombre y el parentesco de la persona por la que se queja.		
Explique por qué ha presentado una solicitud a nombre de un tercero:		
Confirme que ha obtenido el permiso de la parte agraviada si presenta la solicitud en nombre de un tercero.	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Sección III:		
Creo que la discriminación que experimenté relacionada con el Título VI se basó en (marque todas lo que correspondan):		
<input type="checkbox"/> Raza <input type="checkbox"/> Color <input type="checkbox"/> País de origen		
Fecha de la presunta discriminación (mes, día, año): _____		
<p>Explique lo más claramente posible lo que sucedió y por qué cree que fue discriminado. Describa todas las personas involucradas. Incluya el nombre y la información de contacto de las personas que lo discriminaron (si se conocen), así como los nombres y la información de contacto de los testigos. Si necesita más espacio, utilice el reverso de este formulario.</p> <p>_____</p> <p>_____</p>		
Sección VI:		
¿Ha presentado anteriormente una queja por discriminación ante esta agencia?	<input type="checkbox"/> Sí	<input type="checkbox"/> No
Si su respuesta es afirmativa, proporcione cualquier información referente a su queja anterior.		

Sección V:

¿Ha presentado esta queja ante alguna otra agencia federal, estatal o local, o ante algún tribunal federal o estatal? ☐ Sí ☐ No

Si su respuesta es afirmativa, marque todas las que correspondan:

- ☐ Agencia federal: _____
- ☐ Tribunal federal: _____ ☐ Agencia estatal: _____
- ☐ Tribunal estatal: _____ ☐ Agencia local: _____

Proporcione información sobre una persona de contacto en la agencia/tribunal donde se presentó la queja.

Nombre: _____

Cargo: _____

Agencia: _____

Dirección: _____

Teléfono: _____

Sección VI:

Nombre de la agencia contra la cual se presenta la queja: _____

Nombre de la persona contra la cual se presenta la queja: _____

Cargo: _____

Ubicación: _____

Número de teléfono (si está disponible): _____

Puede adjuntar cualquier material escrito u otra información que considere relevante para su queja. Su firma y fecha se requieren a continuación:

Firma

Fecha

Complete y envíe el FORMULARIO DE QUEJAS del Título VI a la siguiente dirección:

Autoridad de Tránsito Regional de Central Midlands (COMET)
Director de Cumplimiento Normativo/Oficial de Derechos Civiles
3613 Lucius Road
Columbia, SC 29201

Title VI Investigations, Complaints, and Lawsuits

The COMET develops and maintain records of Title VI investigations, complaints, and lawsuits, including any investigations conducted by entities other than the FTA and any lawsuits or complaints naming the recipient or subrecipient that allege discrimination on the basis of race, color, or national origin. At a minimum, the record includes the following:

- Date of investigation, lawsuit or receipt of filed complaint;
- Brief summary of the allegation(s);
- Status of investigation, lawsuit or receipt of filed complaint; and,
- Description of any actions taken by the recipient or subrecipient in response to the investigation, lawsuit or receipt of filed complaint.

The records will be maintained for three years after the case is closed. Below is the list that is maintained in The COMET and included in the Title VI Program submitted to FTA every three years:

Record of Title VI Complaints, Investigations and Lawsuits				
	Date	Summary	Status	Actions Taken
Investigations				
1.				
2.				
3.				
Lawsuits				
1. None				
2.				
3.				
Complaints				
1.				
2.				
3.				

Section 2

Public Participation Plan

Introduction

Public participation is a vital part of the decision-making process. A key pillar of the Title VI Program is the assurance of community input into the transit decision-making process. The purpose of public participation is to offer early, continuous, and meaningful opportunities for the public to be involved in the identification of decisions involving public transit initiatives.

Through conversation and collaboration with riders, prospective riders, and The COMET's Board of Directors, The COMET continually assesses the quality of its service, measures potential impacts to ensure that valuable services are provided to the residents and visitors of Richland and Lexington Counties.

Public Participation Strategies

The COMET is very much involved in and utilizes several strategies to inform and involve customers and stakeholders in decisions affecting program, project and work activities.

All meetings of The COMET are open to the public and publicized on the agency's website at <https://catchthecometsc.gov/board> or The COMET's Facebook page at @CatchTheCOMET. Members of the public may request time on the agenda of The COMET's Board of Directors Meeting to comment on specific subjects of interest to Board Members. The Midlands Transit Riders Association has a standing segment for input on the agenda. Meetings are held at the Lowell C. Spires Jr. Regional Transit Facility – 3613 Lucius Road, Columbia, SC 29201 in the Conference Room A (Large). Meetings may also be accessed virtually via ZOOM or other platform due to potential concerns, such as COVID-19. A minimum of two weeks' advance notice is given for requested agenda time.

The COMET makes all reasonable accommodation for persons with disabilities to participate in the meetings. Upon request to the Board Clerk & Community Programs Specialist, The COMET will provide agenda materials in appropriate alternative formats, or disability-related modification or accommodation, including auxiliary aids or services, to enable individuals with disabilities to participate in public meetings. Requests can be sent to The COMET by mail at 3613 Lucius Road, Columbia, SC 29201, by fax at (803) 255-7113, or by e-mail to info@catchthecomet.org. For language assistance or interpreter services, individuals can contact (803) 255-7133 or 711 through the Relay Service. Para información en Español, por favor llame al (803) 255-7133.

Individuals can catch The COMET to any Board of Directors Meetings using Route 6 and DART. For more details, individuals are encouraged to visit www.catchthecomet.sc.gov or call (803) 255-7100.

Also, community forums are conducted to build relationships and provide a setting for sharing of information with interested stakeholders. Notice is provided through posting information on The COMET's website, social media and through news releases. Public hearings are scheduled prior to any fare or service changes or enhancements to gather feedback about the potential

impact of proposed transportation decisions.

The COMET makes every effort to maintain positive and effective communication with the community and various levels of government that interface with or impact the development of programs and operations at The COMET. Working relationships are established and maintained with local media, including minority-based media, in order to communicate pertinent information to The COMET's customers and stakeholders.

Section 3

Language Assistance Plan

Purpose

Presidential Executive Order (EO) 13166 - Improving Access to Services for Persons with Limited English Proficiency is directed at implementing the protections afforded by the Title VI of the Civil Rights Act of 1964 and related regulations. Discrimination in providing services to LEP persons is covered in Title VI under national origin discrimination.

EO 13166 states that recipients must provide LEP persons an equal opportunity to benefit from and ensure meaningful access to its programs and services that are normally provided in English. President George W. Bush affirmed his commitment to Executive Order 13166 through a memorandum issued on October 25, 2001 by Assistant Attorney General for Civil Rights, Ralph F. Boyd, Jr. Federal agencies were directed to provide guidance and technical assistance to recipients of federal funds as to how they can provide meaningful access to limited English proficient users of federal programs.

The USDOT published revised guidance for its recipients on December 14, 2005. This document states that Title VI and its implementing regulations require that DOT recipients take responsible steps to ensure meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are Limited English Proficient (LEP) and that recipients should use the DOT LEP Guidance to determine how best to comply with statutory and regulatory obligations to provide meaningful access to the benefits, services, information, and other important portions of their programs and activities for individuals who are LEP.

The Federal Transit Administration (FTA) references the DOT LEP guidance in its Circular 4702.1A, "Title VI and Title VI-Dependent Guidelines for FTA Recipients," which was published on April 13, 2007. Chapter IV part 4 of this Circular reiterates the requirement to take responsible steps to ensure meaningful access to benefits, services, and information for LEP persons and suggests that FTA recipients and subrecipients develop a language implementation plan consistent with the provisions of Section VII of the DOT LEP guidance.

The DOT LEP Guidance recommends that all recipients, especially those that serve large LEP populations, should develop an implementation plan to address the needs of the LEP populations they serve. The DOT LEP Guidance notes that effective implementation plans typically include the following five elements:

- 1) Identifying LEP individuals who need language assistance;
- 2) Providing language assistance measures;
- 3) Training staff;
- 4) Providing notice to LEP persons; and
- 5) Monitoring and updating the plan.

The purpose of this plan is to establish effective guidelines adhering to Title VI of the Civil Rights Act of 1964 for The COMET's personnel and contractors to follow when providing services to, or interacting with, individuals who meet the criteria of LEP.

The COMET's LEP Services Vision Statement

The COMET strives to provide effective, efficient, and equitable service to all individuals regardless of their ability to speak, read, or write English. Service delivery options (translation of publications, oral language assistance, etc.) will be developed to accommodate the needs of LEP individuals, enabling them to communicate effectively with The COMET in person, over the phone, in writing, and through electronic media.

The COMET's Four-Factor Analysis

Federal guidance provides “four factors” to consider when assessing language needs and determining appropriate steps to ensure meaningful access to services for LEP services. The “Four Factor Analysis” will place The COMET in better positioned to formalize and implement a cost-effective and appropriate mix of proactive language assistance measures. The Four-Factor Analysis is an individualized assessment that balances the following four factors:

Factor #1: The number or proportion of LEP persons eligible to be served or likely to be encountered in The COMET's program or service area.

The decision to provide language assistance services included an assessment of the number or proportion of LEP persons from a particular language group served or encountered in the surrounding community area. The greater the number or proportion of LEP persons served or encountered, the more likely language services are needed. Generally, identifying any community where the eligible LEP population equals 5 percent or more in a given language automatically includes language assistance services as a mandatory and normal part of program operation. In Richland County, the largest LEP population is Hispanic.

The 2021 American Community Survey (ACS) Census estimates indicate that Richland County has 23,720 residents who are foreign born, while Lexington County has 14,700. The Census also indicates that 9.2% +/- of the population in both Richland and Lexington County speak a language other than English at home. According to the Census estimates, 20,192 people or 3% of the county's population speak English less than ‘very well’. Census data has been collected by The COMET to identify the LEP speakers in The COMET's service area. The top languages spoken in the county and the routes used by the LEP Spanish speaking community were identified using statistical data and public outreach methods.

Some of the leaders within the LEP Spanish-speaking community have identified routes 96L, 91, 76, and parts of the 801 as popular routes among Spanish speakers. It has been identified that some of these LEP individuals live in or commute to Columbia and West Columbia as seen in Figure 2. According to ACS 5-Year Census estimates of the 63,858 population analyzed for West Columbia-Cayce, there are 5,155 (8.1%) Hispanic or Latinos residing in that area; Columbia has a total population of 137,960, wherein 3,338 (2.4%) speak English less than very well.

Figure 3 - The COMET Service Area Map

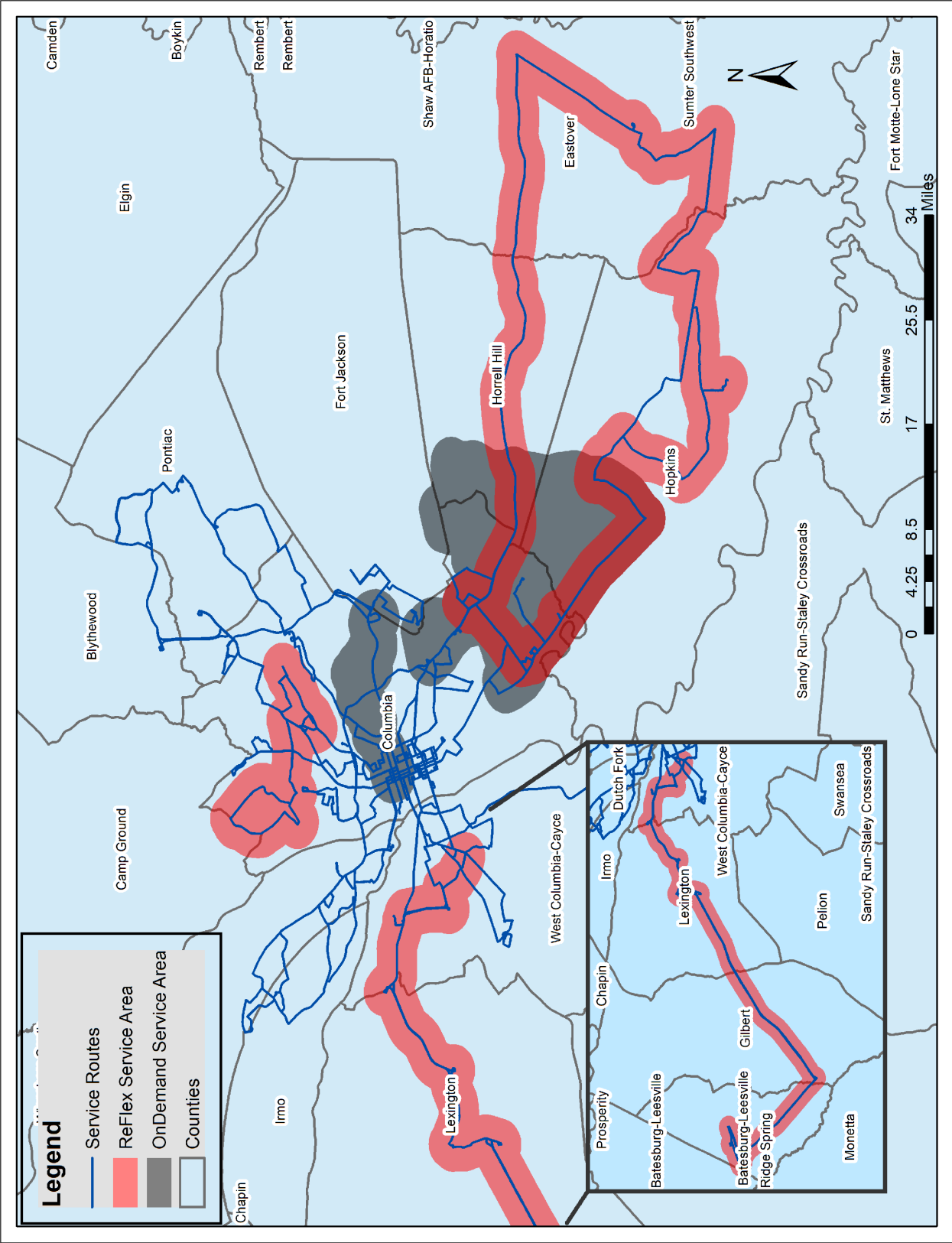


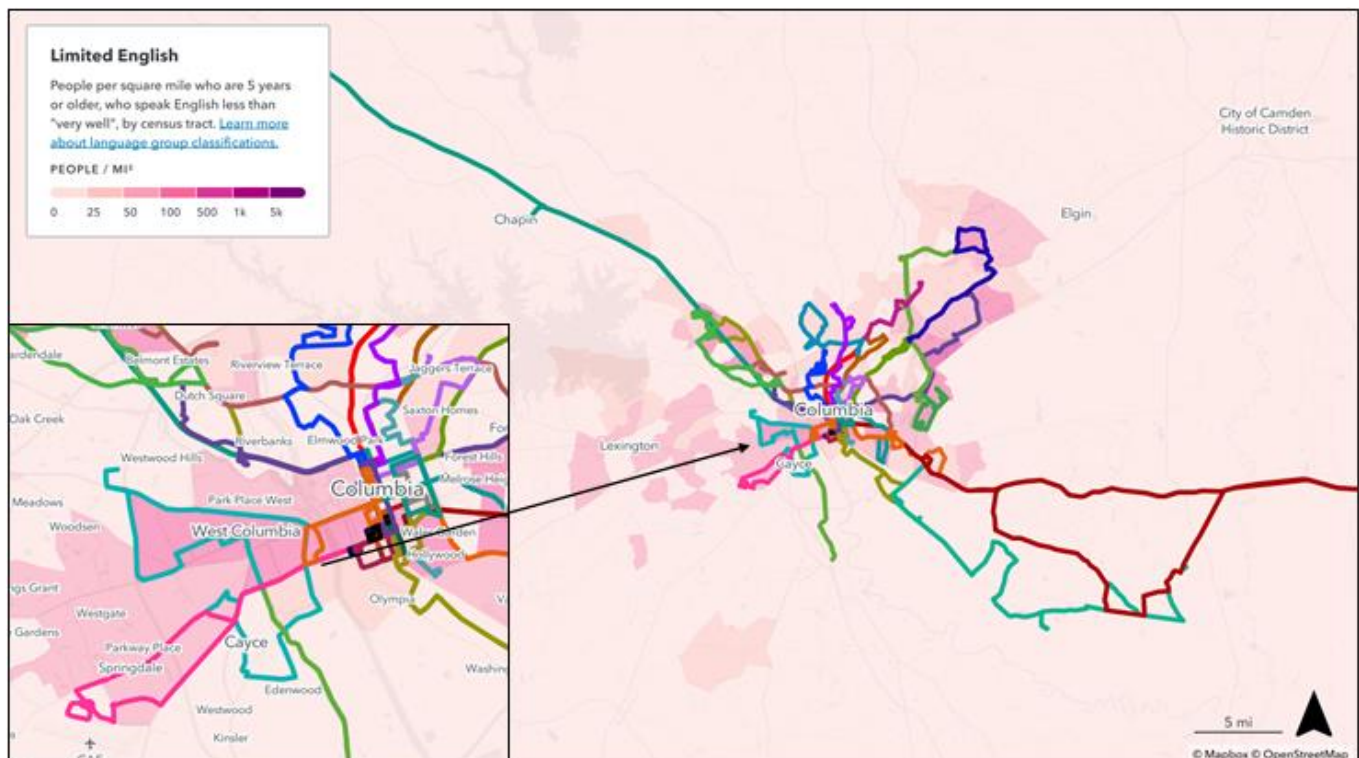
Table 1 – 2021 Census Numbers for LEP Persons Residing with the Service Area

	Lexington County, South Carolina		Richland County, South Carolina	
	Estimate	Margin of Error	Estimate	Margin of Error
Population 5 years and over	283,789	±288	394,989	±625
English only	260,109	±3,203	358,760	±4,051
Language other than English	23,680	±3,179	36,229	±4,115
Speak English less than "very well"	8,649	±2,037	11,543	±1,978
Spanish	15,432	±2,284	17,263	±1,937
Speak English less than "very well"	6,637	±1,596	6,192	±1,417
Other Indo-European languages	4,199	±1,364	9,477	±2,499
Speak English less than "very well"	419	±337	2,483	±1,218
Asian and Pacific Islander languages	2,917	±1,127	5,911	±1,509
Speak English less than "very well"	1,464	±958	2,319	±1,141
Other languages	1,132	±1,218	3,578	±2,333
Speak English less than "very well"	129	±224	549	±557

Factor #2: The frequency in which LEP individuals come into contact with The COMET's program or service area.

The more frequent the contact with a particular language group, the more likely that enhanced services in that language are needed. The COMET has considered the frequency of contact that riders who speak different languages may have with The COMET services. For example, frequent contact with individuals who speak Spanish and who are also LEP may require bilingual staffing. Less frequent contact with other language groups may suggest a different and less intense approach. For The COMET programs where public outreach or public involvement is central to the mission, staff will consider whether appropriate outreach to LEP persons could increase the frequency of contact with those groups, inciting a higher demand for language assistance. Based on the LEP Concentration Map in Figure 4, the majority of LEP individuals are located in the West Columbia area.

Figure 4 - LEP Concentration Map



Factor #3: The nature and importance of the program, activity, or service provided to enhance people's lives.

Once The COMET has assessed the languages by analyzing demographic and frequency of contact, The COMET staff will look at the nature and importance of the agency's programs, activities and services that are provided for that particular population. Generally, the more important the activity, information, service or program, or the greater the possible consequences of the contact to the LEP individuals, the more likely language services will be needed. If it is evident that the denial or delay of access to services or information could have serious implications for the LEP individual, procedures will be put in place to provide language assistance to LEP persons as part of standard business practices.

Factor #4: The resources available for language assistance outreach and the costs associated with the outreach efforts.

The COMET will identify resources available to provide language assistance to LEP persons participating in the agency's programs or activities. Demographics, frequency, and importance of contact will determine the level of language services The COMET will provide. Some language services can be provided at little or no cost, such as using community volunteers, attending social events or meetings sponsored by that identified LEP community, etc. The COMET approach is to use a telephone language line which is less expensive than hiring an interpreter. In order to meet the spirit and intent of the LEP Program requirements, The COMET will carefully explore other means of delivering competent and accurate language services before deciding to limit services due to resource concerns.

The COMET will analyze the costs and benefits of translating documents for potential LEP groups, considering the expense of translating the documents, the barriers to meaningful translation or interpretation of technical transit information, the likelihood of frequent changes in documents, the existence of multiple dialects within a single language group, the apparent literacy rate in an LEP group and other relevant factors. The COMET will undergo this analysis when an eligible LEP group constitutes 5 percent of an eligible client group (for example, 5 percent of The COMET's service area) or 1,000 persons, whichever is lower.

The COMET is committed to reducing barriers to access information and services by LEP persons in providing a publication of a Riders Guide in other languages, and the language line-customer service language access solution.

While The COMET does not track expenditures related to providing language assistance, this will be monitored ongoing as part of the language assistance plan.

Implementation of the Language Assistance Plan

Five essential tasks will be an area of focus during the implementation of The COMET's Language Assistance Plan.

Task 1: Identifying LEP Individuals Who Need Language Assistance

- The COMET will be examining files compiled by the Title VI Coordinator with the contractor and The COMET to determine if any requests for language assistance were received for appropriate action.
- The COMET will utilize language support materials from the Language Line Solutions contractor such as a Language ID Guide and Language ID Poster. These documents will be available at the front counter of the headquarters office, The COMET Central and on all buses.
- When drivers encounter passengers who identify with one of the languages listed on the language identification materials, they will forward the required contact information to appropriate Title VI Coordinator or The COMET Title VI staff for follow-up.
- The COMET staff and contractor employees will be surveyed on their experience concerning any contacts with LEP persons.

Task 2: Language Assistance Measures

The COMET will strive to offer various language assistance measures and make improvements on a continual and as-needed basis. The COMET has begun the process of providing vital documents translated into Spanish upon request as it is needed, the LEP language most used within its geographical service area. Other language assistance options are as follows:

- The COMET has secured an interpreter service such as Language Line and/or bilingual volunteers to provide assistance in translating and interpreting vital documents and/or to help the staff when language barriers prevent or hinder communication. The COMET also plans to utilize Language Identification Materials from Language Line Solutions and make the documents available at the front counter of the headquarters office, The COMET Central and on all buses.
- The COMET currently has staff who are able to speak and write in Spanish and French.
- The COMET will survey employees and create a list of bilingual individuals with The COMET and contractor who, when available, can provide translation services.
- As The COMET materials are translated, they will be posted in the public lobby of The COMET headquarters, at COMET Central, on buses, and on The COMET website. They are also translated upon advance request to The COMET.

Task 3: Staff Training

Information regarding LEP will be explained in orientation and training sessions for contractors and The COMET staff who communicate with LEP clients. All staff who interact with the public will be trained to follow procedure guidelines which include:

- Responding to LEP individuals in person
- Documenting LEP individuals' needs
- Responding to LEP individuals on the telephone
- Responding to written correspondence from LEP individuals

Task 4: Providing Notice to LEP Persons and Outreach

To ensure that LEP individuals are aware of The COMET's language assistance measures, The COMET and contractor will:

- Develop and post on each bus, in the headquarters office, The COMET Central, and on The COMET website, simple signage directing LEP individuals to the appropriate information.
- Continue networking and developing relationships with other organizations and individuals who serve the LEP community.

Task 5: Monitoring and Updating the Language Assistance Plan

The COMET will monitor its Language Assistance Plan annually to assess the following:

- The current LEP makeup of its service area,
- The current communication needs of LEP applicants and customers,
- Whether existing assistance is meeting the needs of such persons,
- Whether staff is knowledgeable about policies and procedures and how to implement them, and
- Whether sources of and arrangements for assistance are still current and viable.

It is The COMET's intent to continually evaluate effectiveness and based on the results, make modifications where necessary. In monitoring compliance, an assessment will be made of whether the authority's procedures allow LEP persons to overcome language barriers and participate in a meaningful way in the program activities and services. The program area's appropriate use of methods and options detailed in this LEP Plan will demonstrate their intent to comply with LEP requirements and Title VI of the Civil Rights Act of 1964.

Section 4

Other Information

Representation on The COMET Board of Directors and Advisory Boards

The COMET's Board of Directors sets overall policy and direction for the transit system. Eleven voting Board Members consists of representatives appointed from Richland County (3), Richland County Legislative Delegation (3), City of Columbia (3), Forest Acres (1), Lexington County (1). Any political subdivision within Richland County, Lexington County, or any other county or municipality contiguous to the Service Area may become an Advisory Board Member of the Authority, with the approval of the Board.

An Advisory Board Member is non-voting and not included when determining the presence of a quorum for Board meetings. The non-voting members include one (1) representative each from the City of Cayce, City of West Columbia, Town of Springdale, Town of Irmo, Town of Chapin, Town of Eastover, Town of Batesburg-Leesville, and Lexington County Legislative Delegation.

The Board of Directors established four committees: Executive, Finance, Service, Intermodal. The racial breakdown of the board and committees are reflected below.

Table 2 - Board Composition as of February/2023

	White/Caucasian	Black/African American	Hispanic/Latino	Asian American/Pacific Islander	Native American/Alaskan Native
Board of Directors	4 36%	7 64%	0	0	0
Executive Committee	2 40%	3 60%	0	0	0
Finance Committee	2 (1 advisory) 40%	3 60%	0	0	0
Service Committee	4 (1 advisory) 40%	5 (2 advisory) 60%	0	0	0
Intermodal Ad-hoc Committee	2 50%	2 50%	0	0	0
Advisory Board Member	4 50%	4 50%	0	0	0

Board of Directors/Committee Role

The purpose of The COMET is to promote transportation opportunities for all citizens within the service area which shall initially consist of Richland County and Lexington County. This shall be done by providing transportation services and encouraging the cooperation and coordination of existing transportation providers.

The officers of the Board are the Chair, Vice-Chair, Secretary and Treasurer, each of whom must be a Voting Director. The Chair and Vice-Chair each must be a resident of Richland County. The Chair and Vice-Chair shall each represent a different entity appointing Voting Directors to the Board. Each officer holds a two-year term and may not serve consecutive terms. After being absent from a specific office for a two-year term, a Voting Director shall be eligible for re-nomination. The Chair and Vice-Chair are the Board members who may speak on behalf of the Authority. The Treasurer serves as the Chair of the Finance Committee. The term of each officer begins on July 1 of the appropriate year.

Subrecipient Monitoring

The COMET currently contracts the fixed route, vanpool, bikeshare, subsidy and ADA paratransit services and require the contractors to follow Title VI guidelines in accordance with Federal regulations. Periodic monitoring is conducted during the life of the contract. Monitoring is accomplished through various means such as written reports, periodic meetings, and announced on-site visits.

In addition to the above general reporting requirements, FTA Circular 4702.1B requires providers of fixed route public transportation to submit additional information specific to fixed route service. Since The COMET does NOT operate fifty or more fixed route vehicles in peak service, it is subject only to the requirements for system-wide standards and policies.

Title 40 CFR Section 21.5(b)(2) specifies that a recipient shall not utilize criteria or methods of administration which have the effect of subjecting persons to discrimination because of their race, color, or national origin. In addition, Appendix C to 49 CFR part 21 establishes that no person or group of persons shall be discriminated against with regard to routing, scheduling, or quality of service on the basis of race, color, or national origin. Frequency of service, age and quality of vehicles assigned to routes, quality of stations serving different routes, and locations of routes may not be determined on the basis of race, color, or national origin.

Title VI Equity Analysis

The COMET does not have a transit related facility in the planning stages and that would soon be under construction using Federal Transit Administration funding.

Service Standards and Policies

a. Vehicle Load

The COMET has established a Vehicle Load Factor of 1:1.25 (1 transit seat for every 1.25 passengers) for use in conducting service analyses and determining additional vehicle needs.

Using the data collected with The COMET's electronic farebox system and soon automated passenger counters, The COMET conducts an on-going review process of all routes in

terms of the hour-by-hour passenger boardings during both peak and non-peak service times and by type of service day (e.g., weekdays, Saturdays, Sundays, and holidays). to determine the numbers of passengers and average vehicle loads.

The COMET's vehicle load factor throughout the service area shall be appropriately distributed within the system as determined using the process described above.

b. Vehicle Headways

Establishment of the vehicle headways operated within The COMET's fixed route bus system is based on the on-going analysis of each route by hour, by time of day (peak and non-peak), and by type of service day. For example, The COMET operates services that are more frequent Monday through Friday on the system's routes that serve multiple trip generators/trip destinations where transit ridership has historically been heaviest and/or where new potential trip generators and destinations are being developed.

All services are grouped into typologies where they are evaluated to comparable standards. Should routes fail (below 66%) or exponentially exceed (above 133%) of their established standards, the given route will be reevaluated to add or reduce service. (See Exhibit 2).

Table 3 – Vehicle Headway Typology

Typology	Passenger Per Hour/ Trip	Subsidy Per Passenger (at or less than)	Farebox Recovery Ratio	Minimum Bus Size	Routes (As of July 01, 2019 - 2022)
Corridor	18	\$3.00	20%	40 Feet	101, 201, 301, 401, 501, 601, 701, 801
Local	12	\$5.00	15%	35 Feet	6, 11, 12, 21, 31, 42, 45, 55, 61, 75, 84, 88, 91
Connector/Shuttle	8	\$8.00	10%	22 Feet	1, 2, 3, 4, 22, 32, 57L, 76, 77, 83L
Rural	5	\$12.00	10%	22 Feet	46, 47, 97
Express	10 per trip	\$5.00	15%	22 Feet	44X, 92X, 93X
Demand Response/ Flex	3	\$30.00	10%	22 Feet	31, 62, DART
University of South Carolina	12	\$5.00	15%	35 Feet	13, 14, 15, 16, 17, 18, 20, 24, 25

c. On-Time Performance

The COMET has established the following On-Time Performance measure: “The COMET fixed route services shall be considered On-Time when the bus passes by a timepoint from 0 minutes to within five (5) minutes after the published schedule.”

The COMET has acquired and implemented a system-wide Automated Vehicle Locator (AVL) system. The AVL system provides The COMET with electronically collected and documented data on the on-time performance of both the fixed route bus and complementary paratransit services.

d. Distribution of Transit Amenities

The COMET transit amenities shall be equitably distributed throughout the system based on the on-going analysis of the levels of transit service use and needs along each of The COMET’s fixed route corridors.

In the process of introducing new services, The COMET evaluates the request based on ridership and cost projections. New services should meet minimum standards within one year. Altered services shall meet minimum standards within six months [see Exhibit 2].

e. Service Availability

The COMET measures service availability in terms of the population density of the corridors surrounding fixed routes and the distances between bus stops. In the urban core and the more densely populated corridors, bus stops are closer together than in less populated corridors throughout The COMET service area. Generally, The COMET seeks to have bus stops installed no closer than 1,000 feet apart.

Table 4 – Service Availability Measures

Time (minutes)	Distance	Rate (mph)
5.0	¼ mile	3
3.8	1,000 feet	3
1.9	500 feet	3

Evaluation for changes is performed on an aggregate three-month, six-month and one year schedule. Service expansion and/or improvements are evaluated by safety, accessibility, and comfort needs. In return, the service must be convenient to support travel demands to essential locations. [See Exhibit 2].

Service Policies

a. Transit Amenities

The COMET transit amenities shall be equitably distributed throughout the system based on the on-going analysis of the levels of transit service use and needs along each of The COMET's fixed route corridors.

The COMET operates a fixed route vehicle fleet consisting of 69 units. All the current units in The COMET fleet are powered by a new technology diesel engine.

Currently, the DART/Reflex fleet consists of 19 vehicles that are cutaway buses and two (2) are minivans. All vehicles, including fixed route (65) and DART (21) are equipped to support wheelchair lifts or ramps and wheelchair securement devices, including two (2) wheelchair securement stations. All services follow the Americans with Disabilities Act Accessibility Guidelines (ADAAG). Below is a condensed list of practices used by The COMET (see Service Availability & Exhibit 2 for more details).

- 3-inch letters for route designations on signs
- A firm, stable, slip-resistant surface for boarding and alighting
- A 5ft by 8ft, perpendicular to the roadway, boarding and alighting area (B&A)
- A space for a wheelchair will be provided completely within a shelter
- Benches will have backs

b. Vehicle Assignment:

Throughout the service area, The COMET's vehicles are assigned for service duty based on: the relative number of passengers using specific routes during specific times of the service day and the day of week that the service will be performed; and the relative availability of a specific size of vehicle based on the rotational nature of The COMET preventive maintenance/maintenance program.

c. Transit Security

All The COMET contracted vehicle operators receive security awareness training as a part of their initial employee training and at periodic safety/security meetings. The COMET uses the security awareness training materials developed by the National Transit Institute (NTI). As a part of the training, all The COMET and contractor staffs are informed that when observing suspicious activity, it is essential that it be observed without regard to race, color, or national origin.

The COMET conducts monthly security and safety inspections of its facilities, and all THE COMET vehicles are equipped with audio/video surveillance equipment. The COMET also contracts with the Columbia Police Department, Cayce Police Departments, and Richland County Sheriff for off duty officer/deputy support.

Evaluation of Service and Fare Changes

In the programming and planning processes for service and fare changes, The COMET will evaluate potential service adjustments and improvements to determine that the overall benefits and costs are distributed throughout the transit system service area without discrimination as defined by Title VI of the Civil Rights Act of 1964.

Public input regarding potential service enhancements occurs through a series of informal meetings (i.e., focus groups, neighborhood association meetings, and letters to faith-based organizations) and through various communication techniques (i.e. Twitter, The COMET website, The State Newspaper, Facebook, etc.). The COMET also informs riders of pending service enhancements by placing signs on transit vehicles (car cards), fliers at The COMET Central, social networking, and email blasts to county councilman to inform them of upcoming changes that could affect riders within that particular district.

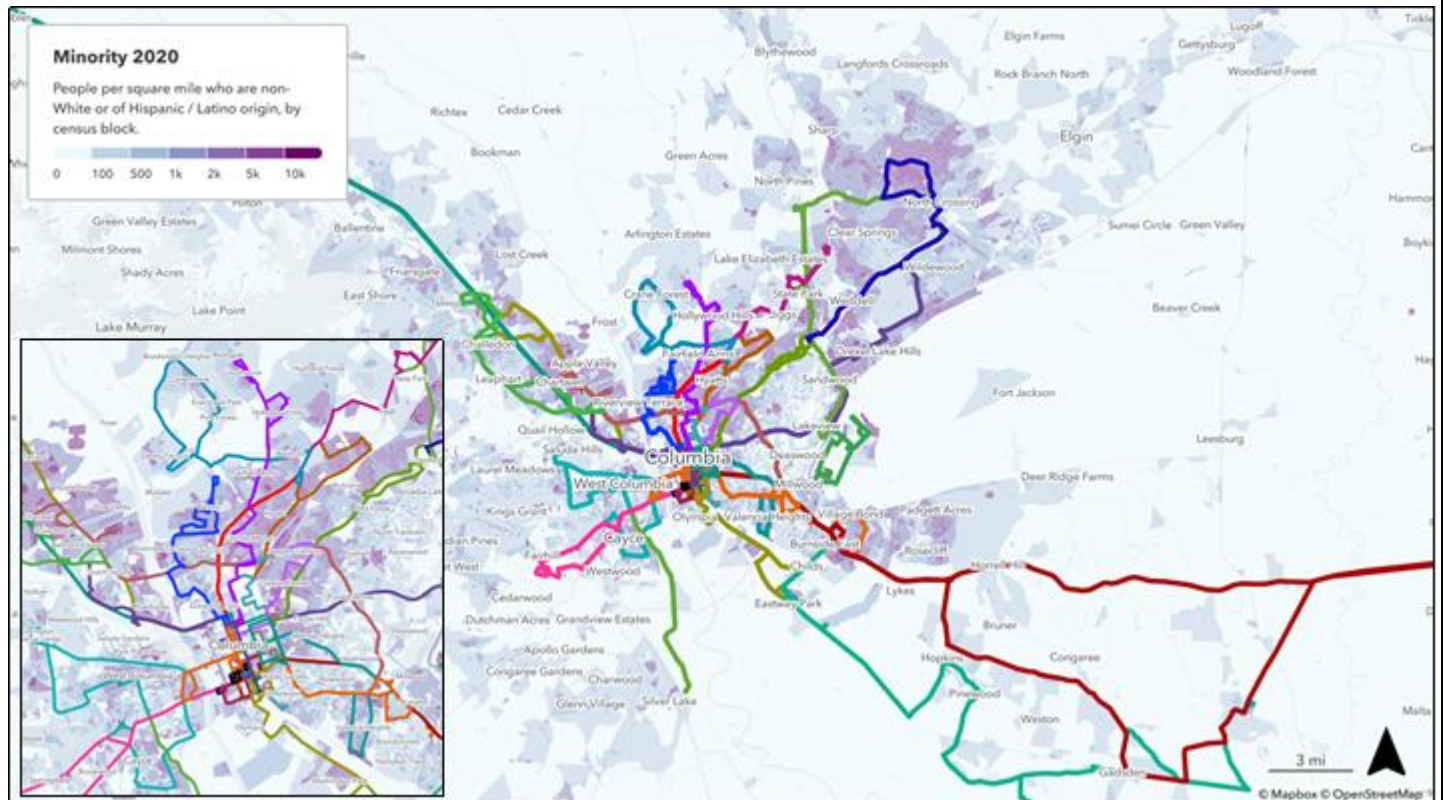
All input from public meetings is provided to The COMET board members for review prior to voting on significant service enhancements and/or adjustments. The public comments are also kept for consideration in planning and implementation of future development of transit services.

Also, public meetings are conducted at local schools and community centers to ensure that riders are aware of services and are able to voice concerns about pending service enhancements. Typically, meetings are conducted in areas that are easily accessible by public transit and are an ADA accessible facility. The community that will be affected by the transit service is made aware of service enhancements through the aforementioned methods.

Using the demographic mapping and overlays in Figure 5, The COMET will overlay proposed service adjustments and/or improvements over the demographic maps that illustrate the distribution of the socio-economic concentrations of the service area population to ensure that routes, service spans, and fare changes do not disproportionately impact the minority and low-income populations of The COMET service area.

The COMET will document the conduct of the above service evaluations and will maintain such documentation to provide verification that compliance reviews are conducted on a periodic basis. See EXHIBIT 5 relevant to an analysis conducted during Spring 2022.

Figure 5 – Demographic Map



Transit Service Monitoring

The COMET has adopted formal policies and procedures regarding transit service performance standards and analysis.

a. Level of Service Methodology

With staff assistance, The COMET Service Committee conducts a quarterly review and analysis of the performance of each individual route in the fixed route bus system. Since all routes are analyzed, The COMET uses the largest possible sample size to determine service performance.

Data collected through the electronic farebox system is utilized to determine the average number of passengers on board each route during each hour of its operation. The farebox data also provides for the calculation of the “average farebox recovery ratio per hour of operation.

The COMET’s pre-established service performance standards are: 1.) Routes identified as having an average of 15 or more passengers per hour are considered to meet the established passengers/hour performance standard; and 2.) Routes identified as having an

average hourly farebox recovery ratio of 15% of the cost of operation or more are considered to meet the established farebox recovery performance standard.

The COMET routes that are identified as “not meeting” one or more of the established performance standards then undergo a more detailed review to determine how to improve the route’s performance. A primary step in the closer review of underperforming routes is the review of the socioeconomic data of the traffic analysis zones (TAZ’s) through which the route operates.

The COMET’s process for transit service monitoring ensures that no person or group of persons are discriminated against with regard to the routing, scheduling, quality of service based on race color or national origin. Frequency of service, age and/or quality of vehicles assigned to routes, quality of facilities and locations of routes are also not determined based on race, color, or national origin. Exhibit 5 contains copies of The COMET service and fare change policies.

Exhibit 1

The COMET Service Frequencies

Table 6 – The COMET SERVICE FREQUENCIES BY ROUTE (University Service not included – see table 3)

As of June 2022

Route No./Name	Weekday	Saturday	Sunday
6 – Eau Claire	60 Minutes	60 Minutes	60 Minutes
7 – IWC Shuttle – Inclement Weather Center	15 Minutes	15 Minutes	15 Minutes
11 – Fairfield Road	60 Minutes	60 Minutes	60 Minutes
12 – Edgewood	60 Minutes	60 Minutes	60 Minutes
21 – Rosewood	60 Minutes	60 Minutes.	60 Minutes
22 – Harden	60 Minutes	No Service	No Service
31 – Denny Terrace Reflex	60 Minutes	60 Minutes	60 Minutes
32 – North Main/Hard Scrabble	60 Minutes	60 Minutes	60 Minutes
42 – Millwood Ave	60 Minutes	60 Minutes	60 Minutes
44X-Lower Richland Express	2 Trips	No Service	No Service
45 – Leesburg – Hazelwood	30/60 Minutes	60 Minutes	60 Minutes
47 –Eastover/Gadsden Reflex	120 Minutes	120 Minutes	No Service
55 – Sandhills	60 Minutes	60 Minutes	60 Minutes
57L – Killian/Clemson Local	60 Minutes	60 Minutes	No Service
61 – Shop	60 Minutes	60 Minutes	60 Minutes
75 – Decker/Parklane	60 Minutes	60 Minutes	60 Minutes
76 – Fort Jackson	2 Trips	2 Trips	2 Trips
77 – Polo Road	60/120 Minutes	60/120 Minutes	60/120 Minutes
83L – St. Andrews Local	60 Minutes	60 Minutes	60 Minutes
84 – Bush River/St. Andrews	60 Minutes	60 Minutes	60 Minutes
88 – Beltline Crosstown	120 Minutes	No Service	No Service
91 – Springdale/Cayce	60 Minutes	60 Minutes	No Service
92X – 12th Street Extension Express	1 Trip	1 Trip	1 Trip
93X – 1-26 Express	1 Trip	No Service	No Service
96L – West Columbia/Cayce	60 Minutes	60 Minutes	No Service
97 – Batesburg-Leesville Rural	Variable	No Service	No Service
101 – North Main	30/60 Minutes	30/60 Minutes	30/60 Minutes
301 – Farrow Road	30 Minutes	60 Minutes	60 Minutes
401 – Devine Street	30/60 Minutes	60 Minutes	60 Minutes
501- Two Notch	30/60 Minutes	30/60 Minutes	30/60 Minutes
701 – Forest Drive	30/45 Minutes	60 Minutes	60 Minutes
801 – Broad River Road	30/60 Minutes	60 Minutes	60 Minutes
2001 – Gamecock Express	No Service	No Service	No Service
Soda Cap Connector 1	30 Minutes	30 Minutes	30 Minutes
Soda Cap Connector 2	30 Minutes	30 Minutes	30 Minutes
Soda Cap Connector 3	25-30 Minutes	25-30 Minutes	25-30 Minutes
Orbit 4	30 Minutes	No Service	No Service
DART- Within ¾ mile of The COMET routes	N/A	N/A	N/A

Exhibit 2

The COMET Policies

Fare Increases/Service Adjustments

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Policies and Procedures

<u>Subject:</u>	Adoption of a Policy for the Siting of Bus Stops and Associated Facilities
<u>Policy Number:</u>	S - 40
<u>Board Approval:</u>	April 23, 2014
<u>Purpose:</u>	Adoption of this policy will codify the criteria, methodology, and standards for placing bus stops, shelters, benches, leaning rails and other passenger amenities.
<u>Background:</u>	As of March 2014, The COMET does not possess any customer amenities. Shelters and benches have been placed at The COMET stops by municipal governments and advertisers without The COMET participation. The COMET will be placing updated stops and amenities beginning in 2014 according to the standards enunciated in this policy.

<u>Policy:</u>	<p>Bus stops within existing infrastructure. Bus stops are both the primary entry point for transit passengers and the most common asset of The COMET and therefore the appearance and locations of bus stops are of the highest importance. The COMET is subject to the roads, curbs, and sidewalks provided by federal, state, and local governments and has minimal control over transportation infrastructure but will, to the extent feasible, maximize existing resources and promote an improved pedestrian environment. When placing stops, The COMET will consider the location of each stop for the following in priority order: safety, accessibility, and passenger comfort:</p> <ol style="list-style-type: none">1. Safety: stop locations will be selected in order to avoid blind curves, sight-distance obstructions, and physical hazards for the safety of bus drivers, other motorists, and transit passengers.2. Accessibility: The COMET has a long-term goal of complete compliance with the Americans with Disabilities Act, but the availability of sidewalk infrastructure puts limits on current stop accessibility. Stops will be chosen
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to maximize accessibility, taking advantage of existing sidewalks, curb cuts, and pedestrian crosswalks.

3. **Passenger comfort:** in placing stops, The COMET will take advantage of building and tree shade, existing seating options such as retaining walls and street furniture, and existing lighting to the extent possible.

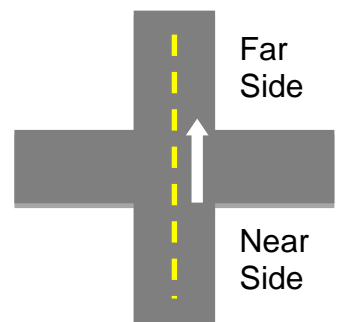
Spacing. Bus stops are the locations where bus passengers access The COMET transit system. Bus stops must therefore be convenient to the places where passengers wish to go. Convenience and speed must be balanced in determining appropriate bus stop placement, as too many bus stops can slow down travel times. The COMET generally seeks to have bus stops 1,000 feet apart. For perspective, a lap around a track is one-quarter mile, or 1,320 feet. In downtown Columbia two blocks—the distance between Assembly and Sumter Streets—is 1,000 feet. Because a passenger need only choose the *nearest* stop, the walking distance would be typically no greater than 500 feet (the distance between Main and Assembly) if exactly between stops, but often fewer. The chart below shows the time it takes to walk different distances at a moderate walking speed (3 mph). A typical walking distance along a road with service to the nearest stop (500 feet) should be no longer than 2 minutes. With the exception of roads going under interstate interchanges, over bridges, or other extenuating circumstances, the maximum distance between stops will not exceed ► of a mile.

Time (minutes)	Distance	Rate (mph)
5.0	¼ mile	3
3.8	1,000 feet	3
1.9	500 feet	3

This target has been set with the goal of increasing travel speed for The COMET buses, and means that some existing stops may be eliminated. Passenger usage of bus stops is an important factor when considering bus stop placements or

removals. Bus stops should be close enough that passengers can walk to them easily, but far enough apart to help buses move quickly. Some discretion may be applied when balancing The COMET's interest in improving service and expediting traffic flow with consideration of passengers' interests and needs.

Placement: As the illustration at right demonstrates, a stop placed after an intersection with the flow of traffic is called a far-side stop, one before the intersection a near-side stop (a stop along a street where there is no intersection is called a mid-block stop, or middle, not shown). The COMET will favor placing at near-side locations in order to facilitate passengers' ability to cross streets safely at crosswalks/lighted intersections. Far side stops will be set a minimum of 100 feet beyond the intersection. At intersections where right-turn channelization islands (commonly: porkchops) are used, the stop will be placed 100 feet after the right-turning traffic lane ends. For all stops—near, far, and



middle—the aforementioned prioritization of safety, accessibility, and comfort will be used.

ADA: A pole in the ground is acceptable under the ADA when no further equipment is used (49 CFR Part 37: “Section 10.2.1(1) does not require that anyone build a bus stop pad; it does specify what a bus stop pad must look like, *if it is constructed*. The further clarifying language in § 37.9(c) explains that public entities must exert control over the construction of bus stop pads *if they have the ability to do so*. The Access Board, as well as DOT, recognizes that most physical improvements related to bus stops are out of the control of the transit provider.” Emphasis added). When The COMET improves a stop with shelters, benches, leaning rails, etc. the stop will fully comply with the Americans with Disabilities Act Accessibility Guidelines (ADAAG). The requirements of the ADAAG for transit facilities are too many to list here but among the highlights are:

- 3-inch letters for route designations on signs
- A firm, stable, slip-resistant surface for boarding and alighting
- A 5ft by 8ft, perpendicular to the roadway, boarding and alighting area (B&A)
- A space for a wheelchair will be provided completely within a shelter
- Benches will have backs

Bus stops with additional infrastructure. To improve the comfort of The COMET passenger shelters, benches, leaning rails, and other related infrastructure may be placed at bus stops. As facilities are expensive and difficult to place (right-of-way restrictions, lack of sidewalks, local opposition, etc.), amenity placement will be prioritized by the number of daily boardings as follows (special attractors may warrant a shelter even if minimum boardings are not met):

Type of amenity	Minimum Daily Boardings	Special attractor
Shelter w/bench	75	Regional mall, large discount retailer, urban core (The COMET Orbit), medical, college/university
Bench	50	Retirement home, medical, shopping center
Leaning rail	25	Urban core

Other facilities such as cart corrals, bike racks, and bollards will accompany shelters as needed.

CENTRAL MIDLANDS REGIONAL TRANSIT AUTHORITY

Policies and Procedures

Subject: Transit Performance Standards

Policy Number: P - 25

Board Approval: December 16, 2004
Revised January 18, 2012
Revised September 26, 2018

Purpose: Adoption of these Performance Standards will allow the Board of Directors and staff to make service decisions based on objective criteria that will provide for the efficient operation of the system.

Background: The Board of Directors will, from time to time, be asked to consider adding or deleting service to the fixed route system. As resources are limited these decisions should be made using standards of performance. The following measures that would be evaluated are:

- Passengers per hour
- Passenger per trip (Express routes only)
- Subsidy per passenger
- Farebox Recovery Ratio

Definitions:

Farebox Recovery Ratio is defined as the percentage of the cost of providing service that is recovered from fare-paying passengers.

Passengers Per Hour is defined as the number of passengers per hour of operation that are counted on a route or service.

Passengers Per Trip is defined as the number of passengers per trip of operation that are counted on a route or service.

Subsidy Per Passenger is defined as the subsidy (not counting fares) needed to cover the cost of the passenger riding the route or service.

Policy:

Transit services should be grouped into typologies which such standards would be evaluated. Should routes fail to meet their established standards, a process for improvement should be in place prior to a recommendation for route termination. These typologies should be developed based off extensive community outreach to obtain public and rider preferences for transit services. The input was complemented by a comprehensive performance assessment using quantitative analysis tools. These include GIS analysis of annual ride-check data, farebox transfer data, and origin-destination passenger information. This will eliminate the “one size fits all” service delivery model. Using typologies will allow The COMET to “right-size” transit service to the various markets within the county and maximize operating resources.

Typology	Passenger Per Hour/ Trip	Subsidy Per Passenger (at or less than)	Farebox Recovery Ratio	Minimum Bus Size	Routes (As of September 17, 2018)
Corridor	18	\$3.00	20%	40 Feet	101, 201, 301, 401, 501, 601, 701, 801
Local	12	\$5.00	15%	35 Feet	11, 12, 26, 28, 31, 42, 45, 55, 75, 84, 88
Connector/Shuttle	8	\$8.00	10%	22 Feet	1, 2, 17, 22, 32, 57L, 63, 76, 77, 83L
Rural	5	\$12.00	10%	22 Feet	46, 47
Express	10 per trip	\$5.00	15%	22 Feet	52X, 53X, 82X
Demand Response/ Flex	3	\$30.00	10%	22 Feet	13, 62, DART

Performance measures that each typology should be evaluated against includes the following:

- Passengers per hour
- Passenger per trip (Express routes only)
- Subsidy per passenger
- Farebox Recovery Ratio

In order to generate a relative comparison metric, a rating is generated by comparing average riders per revenue hour on each individual route to a cumulative value of average riders per revenue hour indexed by service type. **Routes performing below 66% (lowest-performing routes) are classified as probationary and require corrective action.** At the opposite end of the scale, ratings above 133% (highest-performing routes) may indicate the demand for additional service or capacity.

This process would be done monthly. An aggregate three-month, six-month and one year evaluation would occur as well to cumulatively review the overall performance of the routes and services.

Potential Corrective Actions

Poor-performing services failing to meet minimum productivity standards may be considered for a series of potential corrective actions, including schedule adjustments, route modifications, change of route typology or elimination.

Schedule adjustments including frequency and service span reductions can improve productivity and cost effectiveness with minimal negative impacts. Route modifications can help improve productivity and cost effectiveness in many cases.

Ridership should be closely examined at the stop level to identify unproductive segments or service gaps. Route extensions or minor realignments may improve access to destinations. Route consolidations or short-turns may reduce duplicative or excess service. Service elimination may be considered if ridership is consistently underperforming with minimal likelihood for sufficient future growth.

All alternative means of maintaining service should be considered before proposing elimination. Elimination does not preclude restoration of service at a later time; however, proven ridership demand must exist before such a step is considered.

Service alternatives may be considered in low-density areas with moderate ridership potential. Demand-responsive service may carry a small passenger market more cost-effectively than traditional fixed-route bus service. Vanpool may be a suitable alternative for feeder or connector service. Park and ride facilities at peripheral transit centers or hubs may be the only cost-effective solution to serving lower-density areas with fixed-route transit infrastructure.

New and Altered Services

The evaluation of new service proposals will take place as proposals are received or needs identified. Ridership and cost projections for new and altered services should be prepared whenever service changes are proposed. **New services should meet minimum standards within one year. Altered services shall meet minimum standards within six months.** Staff may make fine-tuning adjustments during this period within the Board approved policy. New services are implemented on a trial basis, with the length of the trial period determined at the time of implementation.

Implementation of Policy

If the above Performance Standards are not achieved, then the routes or service must be studied by staff, reviewed by the Service Committee and recommendations made to the Board for potential modifications within the established timeline. Implementation of changes in service will not occur until the public hearing process has been followed.

In the case of the implementation of new service, the above listed performance standards must be met within one year of the date of implementation of the new service. If those standards are not met, the new service will be studied by staff, reviewed by the Service Committee and recommendations made to the Board for potential modifications within the established timeline. Implementation of changes in service will not occur until the public hearing process has been followed.

Central Midlands Regional Transit Authority

Policy: Fares and Service Policy
Approved By: Board of Directors

Date Adopted: September 9, 2002
Date Revised: September 26, 2018

A. Public Hearing For Increased Fares and Changes to Service

Purpose

In order to allow for public input regarding the public transit system, the purpose of this policy is to outline the procedure of conducting public hearings on changes made by The COMET to the fare structure or service levels.

Background

As a designee of Federal Transit Administration (FTA) funding, The COMET will have to perform public hearings as required by FTA regulations. A written policy, and procedures for the policy, regarding the hearings is thus necessary.

Policy

The public hearing is designed to get an understanding of the public's sentiment regarding a change in the fare structure of the system or changes to the services provided by The COMET. The COMET is to allow for public input into the decision-making regarding the regulation of fares and changes to the services in accordance with FTA regulations requiring the public hearings. Public hearings will be of public record, open to all citizens of the communities where the transit system has its operations, the hearings will be held in ADA accessible facilities that are accessible by means of public transportation as well. The COMET will agree to conduct public hearings in a manner congruent with federal regulations.

Central Midlands Regional Transit Authority

Policy: Fares and Service Policy
Approved By: Board of Directors

Date Adopted: September 9, 2002
Date Revised: September 26, 2018

Procedures

- 1) All public hearings must be recorded and transcripts are to be made available to the public in a timely fashion.
- 2) There will be a period of 15 days between the publication of the notice of the public hearing and the actual public hearing date.
- 3) Copies of the public hearing notice must be submitted to the area's media outlets (newspaper, radio, and television, etc.) and must include the correct date, time, location, and purpose of the hearing.
- 4) The location of the hearing is to be in an ADA accessible venue.
- 5) The location of the hearing is to be accessible via public transportation.
- 6) The hearing may be attended by individual citizens or by individuals who represent a group of citizens, with respect to the specific item that is the purpose of the hearing.
- 7) The hearing is designed to get an understanding of the public's sentiment regarding a change in the fare structure of the system or the change to a service provided by The COMET (i.e., a reduction of an entire route would require a public hearing).

There will be The COMET staff member or a designee presiding over the public hearing. The Presiding Officer (as known as the Hearing Officer) will be in charge of:

- The securing of a venue for the public hearing;
- The notification of the media outlets to publicize the hearing;
- The recording of the hearing and the availability of the minutes of the hearing to the general public.

Central Midlands Regional Transit Authority

Policy: Fares and Service Policy

Date Adopted: September 9, 2002

Approved By: Board of Directors

Date Revised: September 26, 2018

1. Pre-hearing materials, including meeting announcements, agendas, displays that detail items that are to be discussed at the hearing, and any mailings or publicity materials that are necessary for the hearing will be furnished by the Presiding Officer;
2. And any other activities associated with the hearing that is not mentioned in the above duties.

A public hearing will be called when The COMET staff has studied and made recommendations relating to a change in service or fare structure.

The public hearing will consist of a:

1. Period of time to allow The COMET staff members to explain the nature of the changes in service, detailing the reasoning behind the decisions that have been made up until the first public hearing;
2. Period of time to allow members of the general public to express their views on the topic of the hearing.

The COMET staff will take the views expressed by the citizens who spoke at the public hearing into consideration and make its final recommendations to The COMET Board of Directors for a proper discussion and vote on the changes to the transit service.

Additional hearings or workshops may be convened at the discretion of The COMET Executive Director/CEO or designee.

Central Midlands Regional Transit Authority

Policy: Fares and Service Policy
Approved By: Board of Directors

Date Adopted: December 16, 2004
Date Revised: September 26, 2018

B. Adoption of a Service and Fare Change Procedure

Purpose

The FTA requires that all grantees develop and adopt a procedure to follow for public comment when considering fare increases or major service reductions. The FTA also requires each grantee to develop a definition of “major service reduction”.

Background

An applicant seeking FTA assistance is required to use its established administrative process to solicit and consider public comment before raising fares or instituting a major reduction of service.

Policy

Services Changes Procedures

It is the policy of The COMET Board of Directors that The COMET be responsive to the ever-changing transit service needs of the service area based on changing demographics, land use patterns and/or the roadway network. In striving to meet those changing needs, The COMET will follow the FTA requirements to review and evaluate its transit services on an ongoing basis. The types of service changes may vary from minor schedule adjustments to total route changes.

The Executive Director/CEO shall have the authority to approve minor and short-term service changes as noted below. The Executive Director/CEO when making changes less than 25% as defined below, shall provide an informational update to the Board of Directors prior to discussing the service change with the public to obtain Board of Directors feedback. Once the feedback is obtained, the Executive Director/CEO can proceed with obtaining feedback from the general public. Prior to the implementation of the service change under the Executive Director/CEO authority, the Executive Director/CEO shall evaluate all feedback received from the Board of Directors and general public and consider all factors prior to the implementation of such change. The Executive Director/CEO at the Board Meeting prior to the service change shall advise the Board of Directors the final service change recommendation with a date of implementation.

The public shall be notified in advance through a notification of at least 30 days prior to the less than 25% change in service with an opportunity for the general public to provide comments for evaluation by The COMET staff.

In an effort to provide adequate public notice and an opportunity to comment on major service changes, the following procedures shall be followed:

Central Midlands Regional Transit Authority

Policy: Fares and Service Policy
Approved By: Board of Directors

Date Adopted: December 16, 2004
Date Revised: September 26, 2018

Type of Service or Fare Change	Executive Director	The COMET Board of Directors with Public Hearing
Percent of revenue vehicle miles or hours for a given route directly affected by change of service	< 25%	≥ 25%
New transit route or service established	----	Any
Route or service discontinuance	----	Any
Schedule changes	Any	----
Emergency changes of 90 days or less duration	Any	----
Demonstration service changes of 180 days or less duration	Any	----
Major service change	-----	≥25%
Fare increase	----	Any
Fare reduction	----	Any
Temporary fare reduction of 1 week or less	Any	----

Fare Change Procedures

It is the intent of The COMET Board of Directors that prior to adoption of any increase or decrease in fares; at least one public hearing shall be held and that any permanent changes to the fare structure is approved by The COMET Board of Directors.

Major Service Reduction Defined

A major service reduction The COMET transit operations is defined as:

- Any permanent change which increases fares on fixed route or paratransit services
- A 25% or greater reduction in the total number of miles operated by all vehicles in revenue service for a particular day of the week on an individual route
- A 25% or more reduction of the number of transit route miles of a route, i.e., the total mileage covered during the one round trip by a vehicle in revenue service on a particular route.

Solicitation and Consideration of Public Comment

The COMET shall solicit and consider public comments prior to implementing a transit fare or service change in transit services in the manner provided this policy.

Exhibit 3

Language Assistance Tools

Language Line Services, Inc.

1 Lower Ragsdale Drive, Building 2 / Monterey, CA 93940 / www.LanguageLine.com
A LanguageLineSM Solutions Company

Dear Central Midlands Regional Transit Authority,

Welcome to Language Line Services, Inc. (A LanguageLineSM Solutions Company). Your account is active effective **9-24-2019**.

To access an interpreter over the phone:

- Dial: **866-874-3972**
- Enter your Client ID Number:
- Press 1 for Spanish or press 2 for all other languages (at the prompt, state the name of the language you need)

*Attached is printable Quick Reference Guides with steps on how access an interpreter over the phone.

Please note that you can access your new account on our website by signing up for MyLLS via this web address: <https://My.Languageline.com> and visit http://www.languageline.com/page/support_tools/ to view all the support materials available.

Below is also a link designed specifically for our clients with some of the same materials. There are various guides on best practices for accessing an interpreter, downloadable Language ID posters, and how to access our online reporting tool, [MyLanguageLine](http://MyLanguageLine.com):

<https://www.languageline.com/client-support-center>

Included on this email is your assigned account executive, **Joe Matthews**. If you have any questions or concerns, please reach out to her or call Customer Service at 1-800-752-6096 opt 2. Our team is here to assist you with any further questions you may have. We appreciate your business.

Best,

Miguel Butler
Account Services Representative
LanguageLine Solutions
Phone: (831) 648-7592
E-mail: MButler@languageline.com



11 Helpful Tips for Working with an Over-the-Phone Interpreter

1. **BRIEF THE INTERPRETER** - Identify the name of your organization to the Interpreter, provide specific instructions of what needs to be done or obtained and let him/her know whether you need help with placing a call. If you need the Interpreter to help you place a call to the limited English proficient (LEP) customer, you may ask the Interpreter for a dial-out. There is a limited amount of time allotted for placing a dial-out once the Interpreter is on the phone. Therefore, it is important that you provide a brief introduction and specific instructions to the Interpreter in a timely manner.
2. **SPEAK DIRECTLY TO THE CUSTOMER** - You and your customer can communicate directly with each other as if the Interpreter were not there. The Interpreter will relay the information and then communicate the customer's response directly back to you.
3. **SPEAK NATURALLY, NOT LOUDER** - Speak at your normal pace, not slower.
 - **SEGMENTS** - Speak in one sentence or two short ones at a time. Try to avoid breaking up a thought. Your Interpreter is trying to understand the meaning of what you're saying, so express the whole thought if possible. Interpreters will ask you to slow down or repeat if necessary. You should pause to make sure you give the Interpreter time to deliver your message.
 - **CLARIFICATIONS** - If something is unclear, or if the Interpreter is given a long statement, the Interpreter will ask you for a complete or partial repetition of what was said, or to clarify what the statement meant.
4. **ASK IF THE LEP UNDERSTANDS** - Don't assume that a limited English-speaking customer understands you. In some cultures a person may say 'yes' as you explain something, not meaning they understand, but rather they want you to keep talking because they are trying to follow the conversation. Keep in mind that a lack of English does not necessarily indicate a lack of education.
5. **DO NOT ASK THE INTERPRETER FOR THEIR OPINION** - The Interpreter's job is to convey the meaning of the source language and under no circumstances may he or she allow personal opinion to color the interpretation. Also, do not hold the Interpreter responsible for what the customer does or does not say. For example, when the customer does not answer your question.
6. **EVERYTHING YOU SAY WILL BE INTERPRETED** - Avoid private conversations. Whatever the Interpreter hears will be interpreted. If you feel that the Interpreter has not interpreted everything, ask the Interpreter to do so. Avoid interrupting the Interpreter while he/she is interpreting.
7. **AVOID JARGON OR TECHNICAL TERMS** - Don't use jargon, slang, idioms, acronyms or technical medical terms. Clarify unique vocabulary and provide examples if they are needed to explain a term.
8. **LENGTH OF INTERPRETATION SESSION** - When you're working with an Interpreter the conversation can often take twice as long compared with one in English. Many concepts you express have no equivalent in other languages, so the Interpreter may have to describe or paraphrase many terms you use. Interpreters will often use more words to interpret what the original speaker says simply because of the grammar and syntax of the target language.
9. **READING SCRIPTS** - People often talk more quickly when reading a script. When you are reading a script, prepared text or a disclosure, slow down to give the Interpreter a chance to stay up with you.
10. **CULTURE** - Professional Interpreters are familiar with the culture and customs of the limited English proficient (LEP) customer. During the conversation the Interpreter may identify and clarify a cultural issue they may not think you are aware of. If the Interpreter feels that a particular question is culturally inappropriate, he or she might ask you to either rephrase the question. You may or ask the Interpreter to help you to get the information in a more appropriate way.
11. **CLOSING OF THE CALL** - The Interpreter will wait for you to initiate the closing of the call. When appropriate, the Interpreter will offer further assistance and will be the last to disconnect from the call. Remember to thank the Interpreter for his or her efforts at the end of the session.

FOR MORE INFORMATION:
www.LanguageLine.com / 1-800-752-6096

Central Midlands Regional Transit Authority

TO ACCESS AN INTERPRETER

1. DIAL: 1-866-874-3972
2. PROVIDE: 509794
3. INDICATE: Language

Document the interpreter name and ID number for reference.
Brief the interpreter and give any special instructions.

IMPORTANT INFORMATION:

WORKING WITH AN INTERPRETER – At the beginning of the call, briefly tell the interpreter the nature of the call. Speak directly to the limited English proficient individual, not to the interpreter, and pause at the end of a complete thought. Please note, to ensure accuracy, your interpreter may sometimes ask for clarification or repetition.

3-WAY CALL – Use the conference feature on your phone, and follow the instructions above to connect to an interpreter. If you are initiating the call, get the interpreter on the line first, then call the limited English proficient individual. If you are receiving a call, ask the caller to "Please Hold," and then conference in the interpreter.

LANGUAGELINE DUAL HANDSET PHONE – If you have a LanguageLine Dual handset phone, lift the handset and press the pre-programmed button to dial, then follow the prompts. Once connected to an interpreter, give the second handset to the limited English proficient individual.

CUSTOMER SERVICE – To provide feedback, commend an interpreter, or report any service concerns, call 1-800-752-6096 or go to www.LanguageLine.com and click on the "Customer Service" tab, scroll to "Provide Feedback" and complete a "Voice of the Customer" form.

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Online Access to Account Information

Our innovative reporting platform, MyLanguageLine®, provides daily insight into your LanguageLine Solutions® over-the-phone interpreting account any day, any time. Easy to use, this secure, online portal offers your organization accessibility to monitor your usage, review calls placed, create, download and schedule analysis reports, and view your invoices, to help you increase productivity and manage expenses. Access: <http://my.languageline.com> or click "MyLanguageLine" at the top of any page at www.languageline.com

Request Access by Authorized Contacts on an Account

1. Click "Sign Up" on the MyLanguageLine homepage. Complete all Account Information fields. All entries are kept confidential.
2. You must use an email address already associated with this account(s).
3. Enter a password with a minimum of six characters including one number and one character for security.
4. Enter a Customer Number or Client ID associated with this account.
5. Review the license agreement, click the box to agree, and Submit. Once you complete the request, you will receive an email to confirm the email address. Click on the link in the email to confirm.
6. Customer Service will verify and approve and email your account authorization within 48 hours.
7. Once authorized, login with your email address, password and account number.



Sign Up Page



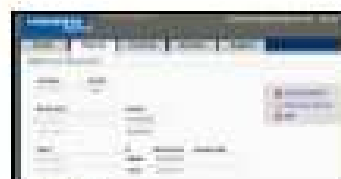
Home Screen

Home Screen

- View your top five language requests
- Usage Chart for the last six months
- Quick Links: View Invoices and Submit Billing Issues
- Links to Report Favorites
- Tabs to quickly access the features of the portal

Reports Tab

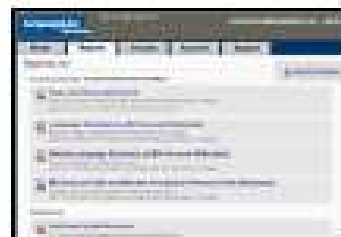
- Reports sorted by: Customer, Bill Account, and Client. Access to the reports is dependent on your set up
- Click the desired account name to access reporting for that account
- Click "Show More Clients" to view any additional accounts



Report Tab

Reports

- View current data up to the previous day
- View historical data up to six months
- Click a report, choose desired parameters and Run Report
- Click to run the report
- Submit a Video of the Customer ticket directly from a report



Reports Page

See next page >

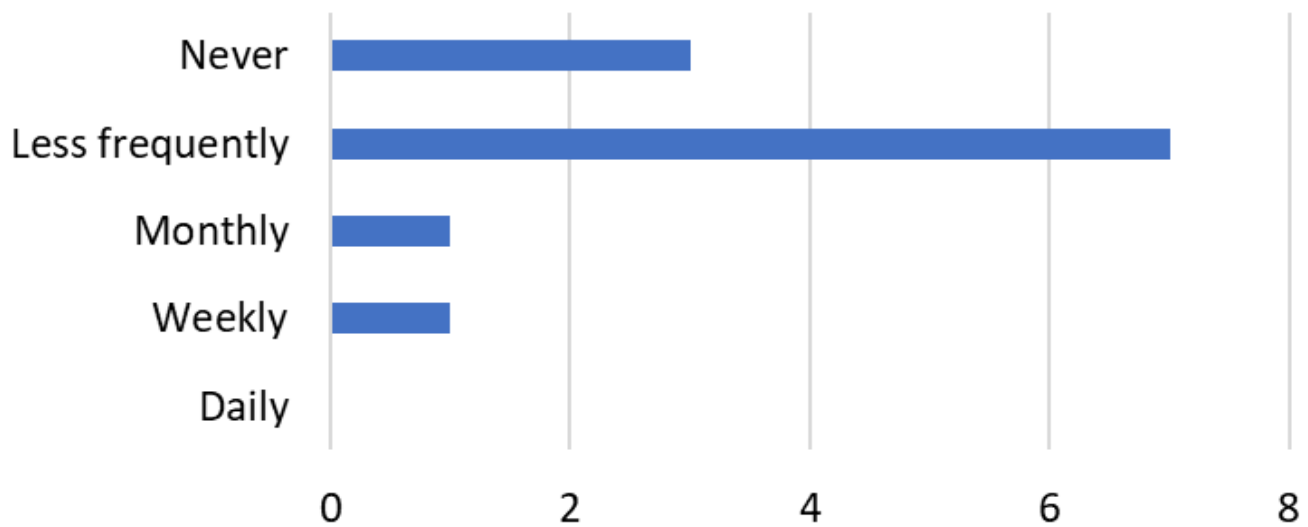
© 2014 LanguageLine Solutions. All Rights Reserved. / www.languageline.com / 760.581.110

Enabling Communication. Empowering Relationships.™

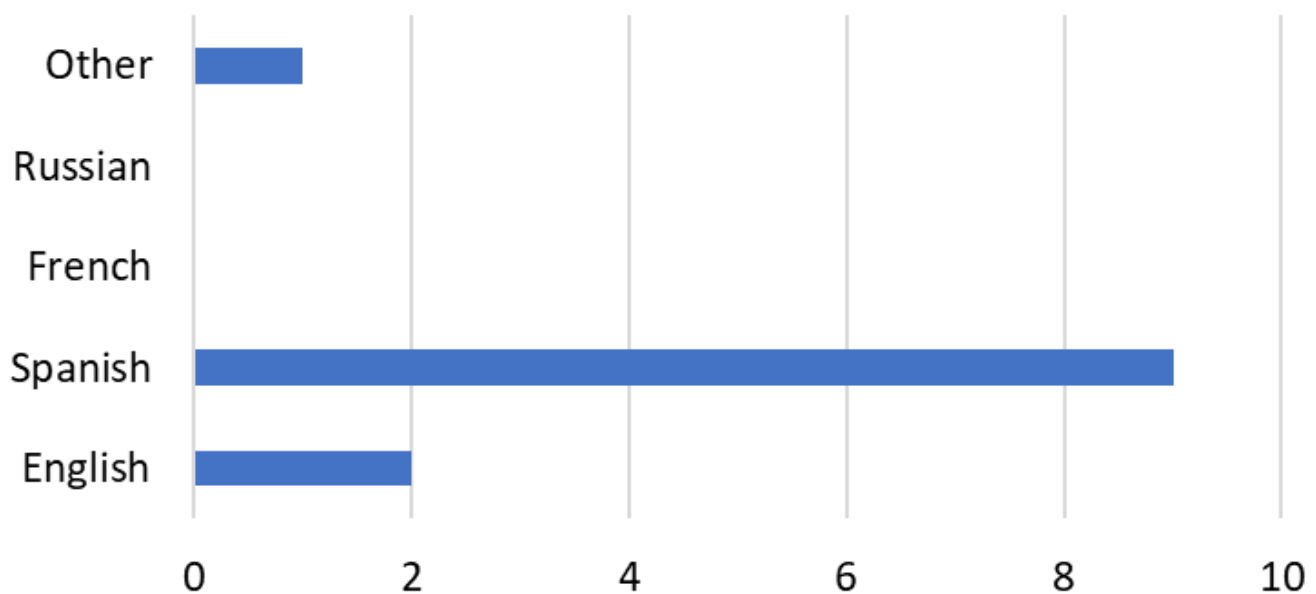
www.LanguageLine.com



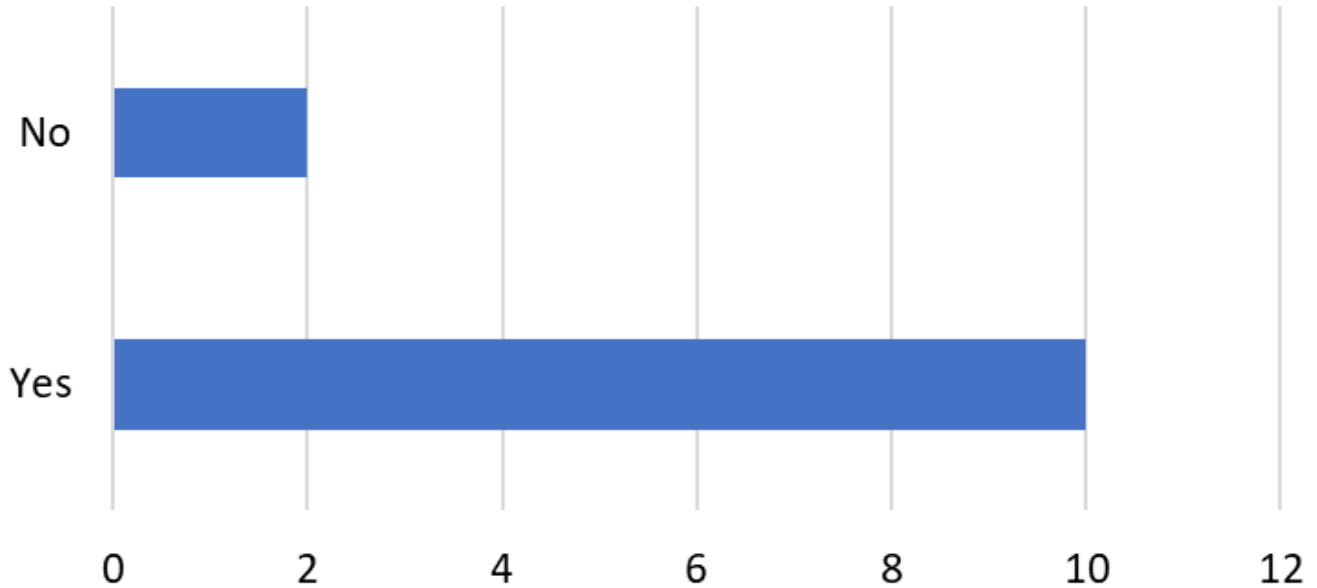
How often do you meet passengers who do not speak English or have trouble understanding you speak English to them?



What languages do these passengers tend to speak?



Are you aware of interpretation services provided by Language Line Solutions?



What language assistance needs are encountered? (E.g., assistance reading signs, understanding bus announcements, customer service complaints, etc.)

"Signs or made aware of translation option via apps"

"Customer service complaints, assistance reading"



The COMET Customer Experience Survey

.....

A large, empty rectangular box with a thin black border, intended for the main content of the survey.

1. Please identify your preferred language./Identifique su idioma preferido..

- ☐ English/Inglés
- ☐ Spanish/Español



The COMET Customer Experience Survey

We will use the information below to evaluate how well we are doing.

2. What gender do you identify as?

- ☐ Male
- ☐ Female
- ☐ Other (please specify or type N/A)

3. What is your age?



4. Please specify your ethnicity.



5. Please identify the day and time of your customer experience.

Date / Time

Date

Time

AM/PM

-



6. Please identify the route that this survey is in reference to.



7. How often do you use this route for travel?

- ☐ More than 3 times a week
- ☐ 1-3 times a week
- ☐ 1-3 times a month
- ☐ Less than once per month
- ☐ Rarely

8. How long does it typically take to get to your destination?

- ☐ Less than 15 mins
- ☐ Between 15 - 30 mins
- ☐ Between 30 - 45 mins
- ☐ More than 45 mins

9. How would you rate the driver during your trip?

10. How would you rate your overall experience catching The COMET?

11. Please provide details on your customer experience.

12. Were the following things functioning?

	Yes	No	N/A
Ramps or bus kneeling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Wheelchair securements (the straps that hold the wheelchair in place)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Announcements of arrival at each bus stop	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Message indicators inside of bus	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

13. How often do you attend public meetings?

- ☐ Very often
- ☐ Often
- ☐ Somewhat often
- ☐ Never



The COMET Customer Experience Survey

Usaremos la información a continuación para evaluar cómo nos está yendo.

14. ¿Hablas español bien?

- ☐ Muy bien
- ☐ bien
- ☐ menos que bien
- ☐ De ningún modo

15. ¿Con qué género se identifica?

- ☐ Masculino
- ☐ Femenino
- ☐ Otro (especifique o escriba N/A)

16. ¿Cuántos años tiene?



17. Especifique su grupo étnico



18. Identifique el día y horario de su experiencia de cliente.

Fecha / hora

Date	Time	AM/PM
	-	⬆ ⬆

19. Identifique la ruta a la que hace referencia esta encuesta.



20. ¿Con qué frecuencia usa esta ruta?

- ☐ Más de 3 veces a la semana
- ☐ 1-3 veces a la semana
- ☐ 1-3 veces al mes
- ☐ Menos de una vez al mes
- ☐ Casi nunca

21. ¿Cuánto tiempo lleva típicamente llegar a su destino?

- ☐ Menos de 15 minutos
- ☐ Entre 15 y 30 minutos
- ☐ Entre 30 y 45 minutos
- ☐ Más de 45 minutos

22. ¿Cómo calificaría al conductor durante el viaje?

23. ¿Cómo calificaría su experiencia en general sobre viajar con The COMET?

24. Brinde detalles sobre su experiencia de cliente.

25. ¿Funcionó lo siguiente?

	Si	No	N/A
Rampas o descenso eléctrico del autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Aseguramiento de silla de ruedas (las correas que la sostienen en su lugar)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Anuncios de llegada en cada parada	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Indicadores de mensajes dentro del autobús	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26. ¿Con qué frecuencia asiste a reuniones públicas?

- ☐ Muy seguido
- ☐ Seguido
- ☐ A veces
- ☐ Nunca



The COMET Customer Experience Survey

We will use the information below to improve our routes and the accessibility of goods & services.

27. What is your current employment status?



28. What is your postal code?

ZIP/Postal Code

29. How often do you interact with customer service (i.e. call in, transit center, drivers)?

- ☐ Very often
- ☐ Often
- ☐ Somewhat often
- ☐ Never



The COMET Customer Experience Survey

Usaremos la información a continuación para mejorar nuestras rutas y la accesibilidad de bienes y servicios.

30. ¿Cuál es su situación laboral actual?



31. ¿Cuál es su código postal?

Código postal

32. ¿Con qué frecuencia interactúa con servicio al cliente (p. ej., llamada, centro de tránsito, conductores)?

- ☐ Muy seguido
- ☐ Seguido
- ☐ A veces
- ☐ Nunca

Exhibit 4

Board Minutes Approving Title VI Program

Exhibit 5

Service and Equity Analysis

Title VI Fare Equity Analysis

The CMRTA has not made any fare changes since last Title VI Update and, therefore, has not undergone a Title VI Equity Analysis. Should CMRTA embark on such a project in the future, it will conduct a fare equity analysis to maintain full compliance with FTA's Title VI regulations.

Title VI Service Equity Analysis Conducted Spring 2022

In compliance with Title VI of the Civil Rights Act of 1964, the Federal Transit Administration (FTA) requires all transit agencies that receive federal funding to monitor the performance of their systems, ensuring services are made available and/or distributed equitably. One component of ensuring compliance is performing an equity analysis for all fare changes and any major service changes to determine its impact on minority (race, color, or national origin) and low-income populations.

In accordance with FTA regulations outlined in FTA Circular 4702.1B, "Title VI Requirements and Guidelines for Federal Transit Administration Recipients," TMD evaluated the proposed Spring 2022 service changes to minimize or ensure there are no disparate impacts on minority populations or disproportionate burdens on low-income populations.

Each transit agency is responsible for establishing a threshold for what constitutes a "major" service change as well as what differential is considered a disparate impact or disproportionate burden.

In 2020, the COMET completed its Triennial Title VI Program. Per the COMET's Title VI policy, a major service change is defined as follows:

- Any permanent change which increases fares on fixed route or paratransit services
- A 25% or greater reduction in the total number of miles operated by all vehicles in revenue service for a particular day of the week on an individual route.
- A 25% or more reduction of the number of transit route miles of a route, i.e. the total mileage covered during the one route trip by a vehicle in revenue service on a particular route.

Proposed Changes

The COMET is continually evaluating its service to improve efficiency and optimize resources. The following changes were incorporated into the Spring 2022 sign-up to ensure service is delivered on-time:

- Running times were analyzed and updated by time of day and service type (as required).
- Minor adjustments to routings in and out of Comet Central to capture on-time performance correctly.
- Grouping of driver reliefs at Laurel and Sumter, and Sumter and Laurel to maximize efficiency of shuttle vehicles.
- Realignment of Interlines at Comet Central to balance layover times.

Service Equity Analysis

The service equity analysis has three key parts:

- First, proposed service changes are analyzed to determine if those changes meet the major service change threshold as defined by the COMET's Title VI policy.
- If any of the proposed service changes meet the major service change threshold, then the proposed route changes are analyzed to determine if those changes create a disparate impact or disproportionate burden according to the COMET's Title VI policy.
- If a disparate impact or disproportionate burden is found, then mitigation measures will be recommended for the proposed service changes so that they no longer create a disparate impact or disproportionate burden.

Major Service Change Analysis

The first step in determining if the proposed service changes would cause a disparate impact or disproportionate burden is determining which proposed changes, if any, constitute a major service change under the COMET's policy. To do so, total route miles and annual route miles were compared for each route in the existing and proposed network. See Table 1 and Table 2. Routes with a 25 percent or greater change in total miles or annual miles from the existing network to the proposed network are considered major service changes.

Table 1 - Fall 2021 Total Route Mileage vs. Spring 2022 Total Route Mileage

Line	Fall 2021 Total Mileage	Spring 2022 Total Mileage	Difference (Miles)	Percent Change
1 - Soda Cap Connector	6.33	6.32	0.01	0%
4 - Soda Cap Connector Orbit	3.77	3.77	0.01	0%
6 - Eau Claire	12.64	12.62	0.03	0%
11 - Fairfield	16.29	16.29	-	0%
12 - Edgewood	10.11	10.11	(0.00)	0%
13 - North Loop	2.53	2.53	(0.01)	0%
14 - Express	1.59	1.58	0.02	1%
15 - Yellow	3.18	3.17	0.00	0%
16 - Greek Village Lunch Express	1.99	1.98	0.01	1%
17 - Green	2.40	2.39	0.01	1%
18 - Red	3.77	3.60	0.17	4%
19 - Blue	4.17	4.17	-	0%
20 - West Campus	3.17	3.16	0.02	1%
21 - Rosewood	12.71	12.59	0.12	1%
22 - Harden	13.34	13.33	0.01	0%
24 - Evening 1	5.27	5.07	0.20	4%
25 - Evening 2	5.10	5.32	(0.22)	-4%

Line	Fall 2021 Total Mileage	Spring 2022 Total Mileage	Difference (Miles)	Percent Change
32 - North Main / Hardscrabble	14.47	14.43	0.05	0%
42 - Millwood	13.61	13.66	(0.05)	0%
44/44X - Lower Richland Express	105.77	105.63	0.14	0%
45 - Leesburg-Hazelwood	10.56	10.50	0.06	1%
55 - Sandhills	25.97	25.91	0.06	0%
57/57L - Killian / Clemson Local	22.86	22.86	-	0%
61 - Shop	20.72	20.60	0.12	1%
75 - Decker / Parkland	17.17	17.18	(0.01)	0%
76 - Fort Jackson	13.00	13.00	-	0%
77 - Polo	19.69	19.69	0.00	0%
83/83L - St Andrews Local	19.79	19.72	0.06	0%
84 - Dutch Square	12.48	12.15	0.33	3%
88 - Beltline Crosstown	33.03	33.02	0.01	0%
91 - Springdale / Cayce	18.21	18.22	(0.01)	0%
92/92x - 12th Street Extension Express	22.72	24.19	(1.47)	-6%
93/93x - I-26 Express	84.39	84.41	(0.02)	0%
96/96L - West Columbia / Cayce	17.06	17.07	(0.00)	0%
101 - North Main	10.04	10.02	0.01	0%
301 - Farrow	13.87	13.81	0.06	0%
401 - Devine	9.61	9.61	0.00	0%
501 - Two Notch	14.57	14.77	(0.20)	-1%
701 - Forest	12.05	12.05	-	0%
801 - Broad River	21.98	21.69	0.28	1%
Total	661.99	662.20	0.21	0%

Table 2 Fall 2021 Total Annual Revenue Miles vs. Spring 2022 Total Annual Revenue Miles

Line	Fall 2021 Total Annual Revenue Mileage	Spring 2022 Total Annual Revenue Mileage	Difference (Miles)	Percent Change
1 - Soda Cap Connector	41,587	41,551	36.7	0.1%
4 - Soda Cap Connector Orbit	24,064	24,013	51.5	0.2%
6 - Eau Claire	58,153	58,033	119.8	0.2%
11 - Fairfield	83,266	83,266	-	0.0%
12 - Edgewood	55,221	55,358	(137.7)	-0.2%

Line	Fall 2021 Total Annual Revenue Mileage	Spring 2022 Total Annual Revenue Mileage	Difference (Miles)	Percent Change
13 - North Loop	20,611	20,662	(50.7)	-0.2%
14 - Express	17,050	16,877	173.0	1.0%
15 - Yellow	25,910	25,884	25.4	0.1%
16 - Greek Village Lunch Express	9,144	9,084	59.9	0.7%
17 - Green	19,622	19,511	111.5	0.6%
18 - Red	39,381	37,653	1,728.0	4.4%
19 - Blue	44,661	44,661	-	0.0%
20 - West Campus	69,932	69,081	850.4	1.2%
21 - Rosewood	60,295	59,746	548.4	0.9%
22 - Harden	20,414	20,398	16.2	0.1%
24 - Evening 1	17,461	16,798	663.3	3.8%
25 - Evening 2	16,895	17,636	(741.5)	-4.4%
32 - North Main / Hardscrabble	58,618	58,424	193.8	0.3%
42 - Millwood	64,161	64,343	(181.7)	-0.3%
44/44X - Lower Richland Express	108,038	107,805	232.6	0.2%
45 - Leesburg-Hazelwood	83,579	83,122	457.4	0.5%
55 - Sandhills	137,357	137,083	274.0	0.2%
57/57L - Killian / Clemson Local	56,699	56,699	-	0.0%
61 - Shop	106,356	105,813	542.7	0.5%
75 - Decker / Parkland	94,031	96,246	(2,214.7)	-2.4%
76 - Fort Jackson	18,975	18,975	-	0.0%
77 - Polo	64,682	64,677	4.1	0.0%
83/83L - St Andrews Local	90,025	89,746	278.5	0.3%
84 - Dutch Square	54,363	53,521	842.3	1.5%
88 - Beltline Crosstown	33,695	33,682	12.7	0.0%
91 - Springdale / Cayce	68,376	68,404	(28.0)	0.0%
92/92x - 12th Street Extension Express	16,586	17,662	(1,075.5)	-6.5%
93/93x - I-26 Express	46,803	46,807	(4.6)	0.0%
96/96L - West Columbia / Cayce	64,504	64,511	(6.8)	0.0%
101 - North Main	98,746	98,630	115.5	0.1%
301 - Farrow	116,741	116,242	498.5	0.4%
401 - Devine	83,356	83,314	42.1	0.1%
501 - Two Notch	137,073	138,956	(1,882.8)	-1.4%
701 - Forest	113,645	113,645	-	0.0%
801 - Broad River	170,621	168,482	2,139.6	1.3%

Line	Fall 2021 Total Annual Revenue Mileage	Spring 2022 Total Annual Revenue Mileage	Difference (Miles)	Percent Change
Total	2,510,699	2,507,005	3,693.8	0.1%

Conclusion

Zero routes experienced a 25 percent or greater change in total miles or annual total revenue miles; hence the proposed changes do not trigger a Major Service Change and there is no disparate impact to minority populations or disproportionate burden to low-income populations.

Service Performance Metrics & Travel Pattern Analysis Sample – July 2021

Route	Type	Boardings	Weekday										Operatg Days	Operational Cost for Route	Passing Rev Veh Hr	Avg Passengers per Day	Avg Fare per Passengers	Passing Cost per Rev Mile	MPH		
			Total Hours	Total Miles	Revenue Hours Total	Revenue Miles Total	Deadhead Hours Total	Deadhead Miles Total	Revenue Miles	Deadhead Miles	Fare Revenue Collected										
1	Fixed	599	212	2,217.0	199.00	9.05	13.00	0.59	2,020.00	91.8	197.0	9.0	\$353.76	22	\$11,473.44	3.01	27.23	\$0.59	0.30	\$19.15	10.2
2	Fixed																				
3	Fixed	6	21	207.0	20.00	0.91	1.00	0.05	191.00	8.7	16.0	0.7	0	22	\$1,136.52	0.30	0.27	\$0.00	0.03	\$189.42	9.6
4	Fixed	1010	271	2,104.0	260.00	11.82	10.00	0.45	1,916.00	87.1	188.0	8.5	137.08	22	\$14,666.52	3.88	45.91	\$0.14	0.53	\$14.52	7.4
6	Fixed	2780	269	3,354.0	265.00	12.05	4.00	0.18	3,259.00	148.1	95.0	4.3	2143.49	22	\$14,558.28	10.49	126.36	\$0.77	0.85	\$5.24	12.3
7	Fixed																				
11	Fixed	2750	346	4,498.0	343.00	15.59	2.00	0.09	4,319.74	196.4	177.8	8.1	1950.41	22	\$18,725.52	8.02	125.00	\$0.71	0.64	\$6.81	12.6
12	Fixed	3004	271	3,771.0	259.00	11.77	11.00	0.50	3,565.07	182.0	206.3	9.4	2155.19	22	\$14,666.52	11.60	136.55	\$0.72	0.84	\$4.88	13.8
13	Fixed	88	282	2,174.0	265.00	12.05	16.00	0.73	1,921.00	87.3	253.0	11.5	0	22	\$15,261.84	0.33	4.00	\$0.00	0.05	\$173.43	7.2
14	Fixed	253	283	1,433.0	268.00	12.18	16.00	0.73	1,187.00	54.0	246.0	11.2	0	22	\$15,315.96	0.94	11.50	\$0.00	0.21	\$60.54	4.4
15	Fixed																				
16	Fixed																				
17	Fixed																				
18	Fixed																				
19	Fixed																				
20	Fixed	131	242	2,035.0	231.00	10.50	11.00	0.50	1,839.00	83.6	196.0	8.9	0	22	\$13,097.04	0.57	5.95	\$0.00	0.07	\$99.98	8.0
21	Fixed	1729	266	3,326.0	248.00	11.27	17.00	0.77	3,031.00	137.8	295.0	13.4	899.78	22	\$14,395.92	6.97	78.59	\$0.52	0.57	\$8.33	12.2
22	Fixed	278	77	974.0	72.00	3.27	5.00	0.23	897.00	40.8	77.0	3.5	166.01	22	\$4,167.24	3.86	12.84	\$0.60	0.31	\$14.99	12.5
23	Fixed																				
24	Fixed																				
25	Fixed																				
31	Flex	0	149	2,430.0	130.08	5.91	19.23	0.87	2,011.00	91.4	419.0	19.0	194.65	22	\$8,081.20	0.00	0.00	#0.00/0.01	0.00	#0.00/0.01	15.5
32	Fixed	1077	244	3,639.0	221.00	10.05	23.00	1.05	3,266.00	148.5	373.0	17.0	626.61	22	\$13,205.28	4.87	48.95	\$0.58	0.33	\$12.26	14.8
42	Fixed	2770	321	4,346.0	308.00	14.00	13.00	0.59	4,150.00	188.6	196.0	8.9	1887.5	22	\$17,372.52	8.99	125.91	\$0.68	0.67	\$6.27	13.5
44X	Express	42	371	9,323.0	336.00	15.27	35.00	1.59	8,631.00	392.3	692.0	31.5	48	22	\$20,078.52	0.13	1.91	\$1.14	0.00	\$478.06	25.7
45	Fixed	4,061	503	5,308.0	495.00	22.50	8.00	0.36	4,929.12	224.1	378.5	17.2	3239.62	22	\$27,222.36	8.20	184.59	\$0.80	0.82	\$6.70	10.0
46	Reflex																				
47	Reflex	857	282	7,511.0	246.28	11.19	35.92	1.63	6,994.00	171.9	517.0	23.5	1186.89	22	\$15,272.66	3.48	38.95	\$1.38	0.12	\$17.82	28.4
55	Fixed	2,161	446	6,230.0	427.00	19.41	19.00	0.86	5,768.74	262.2	460.9	20.9	1777.75	22	\$24,137.52	5.06	98.23	\$0.82	0.37	\$11.17	13.5
57L	Local	97	199	4,308.0	172.00	7.82	27.00	1.23	3,606.00	163.9	702.0	31.9	143	22	\$10,769.88	0.56	4.41	\$1.47	0.03	\$111.03	21.0
61	Fixed	4,018	332	4,332.0	312.00	14.18	21.00	0.95	3,938.26	179.0	394.2	17.9	2303.28	22	\$17,967.84	12.88	182.64	\$0.57	1.02	\$4.47	12.6
62	Reflex																				
74	Fixed																				
75	Fixed	3,204	297	4,182.0	295.00	13.45	1.00	0.05	4,023.26	182.9	158.7	7.2	2332.81	22	\$16,073.64	10.82	145.64	\$0.73	0.80	\$5.02	13.6
76	Fixed	62	235	4,292.0	206.00	9.36	30.00	1.36	3,597.88	163.5	693.7	31.5	19.25	22	\$12,718.20	0.30	2.82	\$0.31	0.02	\$205.13	17.5
77	Fixed	2,352	88	1,803.0	82.00	3.73	6.00	0.27	1,434.12	65.2	169.3	7.7	564.78	22	\$4,762.56	28.68	106.91	\$0.24	1.64	\$2.02	17.5
83L	Local	1,520	316	4,897.0	305.00	13.86	11.00	0.50	4,666.96	212.1	230.0	10.5	1126.53	22	\$17,101.92	4.98	69.09	\$0.74	0.33	\$11.25	15.3
84	Fixed	1,530	184	2,853.0	176.00	8.00	8.00	0.36	2,694.04	122.5	159.0	7.2	670.28	22	\$9,958.08	8.69	69.55	\$0.44	0.57	\$6.51	15.3
88	Fixed	607	112	1,937.0	104.00	4.73	8.00	0.36	1,689.00	76.8	248.0	11.3	418.5	22	\$6,061.44	5.84	27.59	\$0.69	0.36	\$9.99	16.2
91	Fixed	2493	297	4,147.0	284.00	12.91	14.00	0.64	3,912.93	177.9	233.7	10.6	1210.15	22	\$16,073.64	8.78	113.32	\$0.49	0.64	\$6.45	13.8
92X	Express	208	222	3,006.0	200.00	9.09	22.00	1.00	2,682.00	121.9	324.0	14.7	257.1	22	\$12,014.64	1.04	9.45	\$1.24	0.08	\$57.76	13.4
93X	Express	38	131	3,692.0	110.00	5.00	21.00	0.95	3,331.00	151.4	361.0	16.4	59	22	\$7,089.72	0.35	1.73	\$1.55	0.01	\$186.57	30.3
94	Fixed																				
96	Fixed	774	302	5,260.0	275.00	12.50	27.00	1.23	4,626.00	210.3	634.0	28.8	507.26	22	\$16,344.24	2.81	35.18	\$0.66	0.17	\$21.12	16.8
97	Reflex	1	51	1,386.0	38.15	1.73	12.98	0.59	1,030.00	46.8	356.0	16.2	0	22	\$2,767.16	0.03	0.05	\$0.00	0.00	#####	27.0
101	Fixed	8,746	597	6,552.0	577.00	26.23	21.00	0.95	6,189.00	281.3	363.0	16.5	5605.53	22	\$32,309.84	15.16	397.55	\$0.64	1.41	\$3.69	10.7
301	Fixed	5,469	562	7,857.0	539.00	24.50	23.00	1.05	7,150.00	325.0	507.0	23.0	3153.08	22	\$30,415.44	10.15	248.59	\$0.58	0.76	\$5.56	13.3
401	Fixed	6,549	611	6,455.0	560.00	25.45	51.00	2.32	5,580.88	253.7	874.5	39.7	2855.16	22	\$33,067.32	11.69	297.68	\$0.44	1.17	\$5.05	10.0
501	Fixed	9,135	657	9,448.0	633.00	28.77	25.00	1.14	8,712.26	398.7	676.2	30.7	5733.61	22	\$35,556.84	14.43	415.23	\$0.63	1.04	\$3.89	13.9
701	Fixed	8,228	658	8,789.0	621.00	28.23	37.00	1.68	7,955.74	361.6	833.3	37.9	3720.41	22	\$35,610.96	13.25	374.00	\$0.45	1.03	\$4.33	12.8
801	Fixed	10,963	997	11,671.0	943.00	42.86	54.00	2.45	10,291.00	467.8	1,380.0	62.7	8059.87	22	\$53,957.64	11.63	498.32	\$0.74	1.07	\$4.92	10.9
DART	Paratrans	4,896											\$0.00	22		222.55					
TOTAL		94,486	11,705	#####	#####	501.21	679.13	30.87	#####	6,684.8	14,281.0	649.1	\$55,512.34	22	\$633,455.66	242.79	4294.82	#0.00	\$18.86	#0.00	533.1

Saturday																			
Route	Type	Boardings	Total Hours	Total Miles	Revenue Hours Total	Revenue Miles Total	Deadhead Hours Total	Deadhead Miles Total	Fare Revenue Collected	Operating Days	Operational Cost for Route	Passengers per Rev Veh Hr	Avg Passengers per Day	Avg Fare per Passenger	Cost Per Passenger	MPH			
1	Fixed	70	52	608.0	49.00	9.80	4.00	56.0	11.2	\$48.00	5	\$2,814.24	1.43	14.00	\$0.69	0.13	\$40.20	11.3	
2	Fixed																		
3	Fixed																		
4	Fixed																		
6	Fixed	412	61	672.0	60.00	12.00	1.00	8.0	1.6	\$226.05	5	\$3,301.32	6.87	82.40	\$0.55	0.62	\$8.01	11.1	
7	Fixed																		
11	Fixed	439	102	1,345.0	102.00	20.40	0.00	27.6	5.5	\$271.60	5	\$5,520.24	4.30	87.80	\$0.62	0.33	\$12.57	12.9	
12	Fixed	583	67	779.0	62.00	12.40	5.00	53.6	10.7	\$404.97	5	\$3,626.04	9.40	116.60	\$0.69	0.80	\$6.22	11.7	
13	Fixed																		
14	Fixed																		
15	Fixed																		
16	Fixed																		
17	Fixed																		
18	Fixed																		
19	Fixed																		
20	Fixed	8	55	476.0	48.00	9.60	7.00	96.0	19.2	\$0.00	5	\$2,976.60	0.17	1.60	\$0.00	0.02	\$372.08	7.9	
21	Fixed	290	54	699.0	51.00	10.20	3.00	49.0	9.8	\$158.37	5	\$2,922.48	5.69	58.00	\$0.55	0.45	\$10.08	12.7	
22	Fixed																		
23	Fixed																		
24	Fixed																		
25	Fixed																		
31	Flex	0	42.9	698	36.78	7.36	6.12	1.22	591	118.2	5	\$2,321.75	0.00	0.00	#0 IV/DI	0.00	#0 IV/DI	16.1	
32	Fixed	199	43	650.0	41.00	8.20	2.00	39.0	7.8	\$159.80	5	\$2,327.16	4.85	39.80	\$0.80	0.33	\$11.69	14.9	
42	Fixed	487	40	551.0	38.00	7.60	2.00	35.0	7.0	\$343.00	5	\$2,164.80	12.82	97.40	\$0.72	0.94	\$4.45	13.6	
44X	Express																		
45	Fixed	724	77	823.0	73.00	14.60	4.00	74.2	14.8	\$508.80	5	\$4,167.24	9.92	144.80	\$0.70	0.97	\$5.76	10.3	
46	ReFlex																		
47	ReFlex	43	28	771.0	24.00	4.80	4.43	86.0	17.2	\$18.00	5	\$1,538.63	1.79	8.60	\$0.42	0.06	\$35.78	28.5	
55	Fixed	385	100	1,316.0	96.00	19.20	4.00	102.7	20.5	\$221.31	5	\$5,412.00	4.01	77.00	\$0.57	0.32	\$14.06	12.6	
57L	Local	13			0.00	0.00	0.00	0.0	0.0	\$19.00	5	\$0.00	#0 IV/DI	2.60	\$1.46	#0 IV/DI	\$0.00	#0 IV/DI	13.0
61	Fixed	578	103	1,359.0	97.00	19.40	6.00	99.4	19.9	\$314.22	5	\$5,574.36	5.96	115.60	\$0.54	0.46	\$9.64	13.0	
62	ReFlex																		
74	Fixed																		
597	Fixed	67	1,043.0	63.00	12.60	5.00	1.00	949.11	189.8	\$433.97	5	\$3,626.04	9.48	119.40	\$0.73	0.63	\$6.07	15.1	
4	Fixed	4	57	972	50	10.00	7	161.79	32.4	\$1.00	5	\$3,084.84	0.08	0.80	\$0.25	0.00	\$771.21	16.2	
76	Fixed	95	21	363.0	20.00	4.00	1.00	322.91	64.6	\$60.00	5	\$1,136.52	4.75	19.00	\$0.63	0.29	\$11.96	16.1	
83L	Local	365	73	1,138.0	70.00	14.00	3.00	1,076.86	215.4	\$306.67	5	\$3,950.76	5.21	73.00	\$0.84	0.34	\$10.82	15.4	
84	Fixed	375	41	638.0	41.00	8.20	0.00	627.14	125.4	\$139.00	5	\$2,218.92	9.15	75.00	\$0.37	0.60	\$5.92	15.3	
88	Fixed																		
91	Fixed	238	38	439.0	37.00	7.40	1.00	429.01	85.8	\$113.10	5	\$2,056.56	6.43	47.60	\$0.48	0.55	\$8.64	11.6	
92X	Express	40	15	234.0	12.00	2.40	3.00	65.0	13.0	\$80.00	5	\$811.80	3.33	8.00	\$2.00	0.24	\$20.30	14.1	
93X	Express																		
94	Fixed																		
96	Fixed	50	26	492.0	23.00	4.60	3.00	86.0	17.2	\$37.00	5	\$1,407.12	2.17	10.00	\$0.74	0.12	\$28.14	17.7	
97	ReFlex																		
1,493	Fixed	118	1,346.0	114.00	22.80	5.00	1.00	1,272.00	254.4	\$941.91	5	\$6,386.16	13.10	298.60	\$0.63	1.17	\$4.28	11.2	
301	Fixed	755	71	906.0	69.00	13.80	2.00	479.00	175.8	\$482.26	5	\$3,842.52	10.94	151.00	\$0.64	0.86	\$5.09	12.7	
401	Fixed	966	76	814.0	73.00	14.60	3.00	751.39	150.3	\$324.22	5	\$4,113.12	13.23	193.20	\$0.34	1.29	\$4.26	10.3	
501	Fixed	1,195	65	850.0	63.00	12.60	2.00	788.12	157.6	\$621.55	5	\$3,517.80	18.97	239.00	\$0.52	1.52	\$2.94	12.5	
701	Fixed	1,336	74	1,130.0	74.00	14.80	1.00	2,095.89	219.2	\$547.28	5	\$4,004.88	18.05	267.20	\$0.41	1.22	\$3.00	14.8	
801	Fixed	2,124	149	1,661.0	145.00	29.00	4.00	1,583.00	316.6	\$1,367.59	5	\$8,063.88	14.65	424.80	\$0.64	1.34	\$3.80	10.9	
DART Paratrans		160			0.00	0.00	0.00	0.0	0.0	\$0.00	5	\$0.00	#0 IV/DI	32.00	#0 IV/DI	\$0.00	#0 IV/DI	#0 IV/DI	#0 IV/DI
TOTAL		14,024	1,716	22,774.0	1,631.78	326.36	88.55	1,701.0	340.2	\$8,213.67	5	\$92,687.78	#0 IV/DI	2772.80	#0 IV/DI	#0 IV/DI	#0 IV/DI	#0 IV/DI	#0 IV/DI

		Sunday																				
Route	Type	Boardings	Total Hours	Total Miles	Revenue Hours Total	Revenue Miles Total	Deadhead Hours Total	Deadhead Miles Total	Fare Revenue Collected	Operating Days	Operational Cost for Route	Passengers per Rev Hr	Avg Passengers per Day	Avg Fare per Passengers	Passenger Rev Mile	Cost Per Passenger	MPH					
1	Fixed	83	38	446.0	36.00	9.00	2.00	0.50	398.00	99.5	48.0	12.0	\$51.90	2.31	20.75	\$0.63	0.21	\$24.78	11.1			
2	Fixed																					
3	Fixed	0	11	96.0	10.00	2.50	1.00	0.25	80.00	20.0	16.0	4.0	\$0.00	0.00	0.00	#0 IV/D!	0.00	#0 IV/D!	8.0			
4	Fixed																					
6	Fixed	226	51	638.0	50.00	12.50	1.00	0.25	617.00	154.3	21.0	5.3	\$286.00	4	\$2,760.12	4.52	56.50	\$1.27	\$12.21	12.3		
7	Fixed																					
11	Fixed	240	83	1,037.0	82.00	20.50	1.00	0.25	1,014.00	253.5	23.0	5.8	\$182.65	4	\$4,491.96	2.93	60.00	\$0.76	0.24	\$18.72	12.4	
12	Fixed	310	53	675.0	59.00	14.75	2.00	0.50	580.00	145.0	28.0	7.0	\$216.04	4	\$2,868.36	5.25	77.50	\$0.70	0.53	\$9.25	9.8	
13	Fixed																					
14	Fixed																					
15	Fixed																					
16	Fixed																					
17	Fixed																					
18	Fixed																					
19	Fixed																					
20	Fixed	0																				
21	Fixed	171	53	675.0	50.00	12.50	3.00	0.75	627.00	156.8	48.0	12.0	\$55.00	4	\$2,868.36	3.42	42.75	\$0.32	0.27	\$16.77	12.5	
22	Fixed																					
23	Fixed																					
24	Fixed																					
25	Fixed																					
31	Flex	0	14	205.0	12.00	3.00	2.40	0.60	166.00	41.5	39.0	9.8	\$19.00	4	\$779.33	0.00	0.00	#0 IV/D!	0.00	#0 IV/D!	13.8	
32	Fixed	108	37	545.0	36.00	9.00	2.00	0.50	509.00	127.3	36.0	9.0	\$46.00	4	\$2,002.44	3.00	27.00	\$0.43	0.21	\$18.54	14.1	
42	Fixed	292	54	718.0	51.00	12.75	3.00	0.75	682.00	170.5	36.0	9.0	\$192.89	4	\$2,922.48	5.73	73.00	\$0.66	0.43	\$10.01	13.4	
44X	Express																					
45	Fixed	360	44	463.0	43.00	10.75	1.00	0.25	433.65	108.4	29.3	7.3	\$202.37	4	\$2,381.28	8.37	90.00	\$0.56	0.83	\$6.61	10.1	
46	ReFlex																					
47	ReFlex																					
55	Fixed	255	94	1,302.0	89.00	22.25	5.00	1.25	1,185.00	296.3	116.3	29.1	\$245.31	4	\$5,087.28	2.87	63.75	\$0.96	0.22	\$19.95	13.3	
57L	Local																					
61	Fixed	299	84	1,046.0	78.00	19.50	6.00	1.50	965.00	241.3	81.0	20.3	\$116.95	4	\$4,546.08	3.83	74.75	\$0.39	0.31	\$15.20	12.4	
62	ReFlex																					
74	Fixed																					
75	Fixed	378	50	703.0	48.00	12.00	2.00	0.50	666.25	166.6	36.9	9.2	\$254.52	4	\$2,706.00	7.88	94.50	\$0.67	0.57	\$7.16	13.9	
76	Fixed	2	44	746.0	40.00	10.00	4.00	1.00	603.46	150.9	142.7	35.7	\$0.00	4	\$2,381.28	0.05	0.50	\$0.00	0.00	#####	15.1	
77	Fixed	58	16	279.0	16.00	4.00	1.00	0.25	240.54	60.1	38.3	9.6	\$48.00	4	\$865.92	3.63	14.50	\$0.83	0.24	\$14.93	15.0	
83L	Local	219	51	773.0	50.00	12.50	1.00	0.25	750.99	187.7	22.3	5.6	\$146.50	4	\$2,760.12	4.38	54.75	\$0.67	0.29	\$12.60	15.0	
84	Fixed	179	31	466.0	29.00	7.25	2.00	0.50	440.01	110.0	25.7	6.4	\$87.95	4	\$1,677.72	6.17	44.75	\$0.49	0.41	\$9.37	15.2	
88	Fixed																					
91	Fixed																					
92X	Express	33	27	365.0	24.00	6.00	3.00	0.75	330.00	82.5	35.0	8.8	\$44.00	4	\$1,461.24	1.38	8.25	\$1.33	0.10	\$44.28	13.8	
93X	Express																					
94	Fixed																					
96	Fixed																					
97	ReFlex																					
101	Fixed	806	96	993.0	92.00	23.00	3.00	0.75	921.00	230.3	72.0	18.0	\$357.60	4	\$5,195.52	8.76	201.50	\$0.44	0.88	\$6.45	10.0	
301	Fixed	415	45	475.0	38.00	9.50	1.00	0.25	509.00	127.3	32.0	8.0	\$261.42	4	\$2,435.40	10.92	103.75	\$0.63	0.82	\$5.87	13.4	
401	Fixed	505	39	541.0	43.00	10.75	2.00	0.50	435.35	108.8	32.0	8.0	\$140.40	4	\$2,110.68	11.74	126.25	\$0.28	1.16	\$4.18	10.1	
501	Fixed	692	62	858.0	62.00	15.50	0.06	0.02	824.17	206.0	33.7	8.4	\$525.05	4	\$3,355.44	11.16	173.00	\$0.76	0.84	\$4.85	13.3	
701	Fixed	807	58	815.0	57.00	14.25	2.00	0.50	782.75	195.7	32.1	8.0	\$445.40	4	\$3,138.96	14.16	201.75	\$0.55	1.03	\$3.89	13.7	
801	Fixed	1230	121	1,324.0	117.00	29.25	4.00	1.00	1,257.00	314.3	67.0	16.8	\$1,093.64	4	\$6,548.52	10.51	307.50	\$0.89	0.98	\$5.32	10.7	
DART	Paratrans	40																				
TOTAL		7,708	1,256	16,184.0	1,212.00	309.00	54.46	13.62	15,017.17	3,754.3	1,091.3	272.8	\$5,018.49	4	\$67,996.37	#0 IV/D!	1917.0	#0 IV/D!	#0 IV/D!	#0 IV/D!	#0 IV/D!	

Service Performance Metrics & Travel Pattern Analysis Sample – August 2021

Route		Type	Boardings	Weekday										Operat ing Days	Operational Cost for Route	Passing ers per Rev Veh Hr	Avg Fare per Passing ers	Passing Cost Per er Mile	MPH		
				Total Hours	Total Miles	Revenue Hours Total	Revenue Miles Total	Deadhead Hours Total	Deadhead Miles Total	Revenue Miles Total	Revenue Miles Total	Deadhead Hours Total	Deadhead Miles Total								
1	Fixed	703	171	1,667.0	165.00	7.50	6.00	0.27	1,552.00	70.5	115.0	5.2	\$680.07	22	\$9,254.52	4.26	31.95	\$0.97	0.45	\$13.16	9.4
2	Fixed																				
3	Fixed	1	27	249.0	25.00	1.14	2.00	0.09	223.00	10.1	26.0	1.2	\$0.00	22	\$1,461.24	0.04	0.05	\$0.00	0.00	\$1,461.24	8.9
4	Fixed	1248	266	2,070.0	258.00	11.73	8.00	0.36	1,894.00	86.1	176.0	8.0	\$217.60	22	\$14,395.92	4.84	56.73	\$0.17	0.66	\$11.54	7.3
6	Fixed	2767	297	3,730.0	286.00	13.00	12.00	0.55	3,533.00	160.6	197.0	9.0	\$1,945.74	22	\$16,073.84	9.67	125.77	\$0.70	0.78	\$5.81	12.4
7	Fixed																				
11	Fixed	3076	304	3,950.0	303.00	13.77	1.00	0.05	3,866.69	175.8	63.4	2.9	\$1,930.16	22	\$16,452.48	10.15	139.82	\$0.63	0.80	\$5.35	12.8
12	Fixed	3366	297	4,070.0	288.00	13.09	9.00	0.41	3,908.77	177.7	161.5	7.3	\$2,242.78	22	\$16,073.84	11.69	153.00	\$0.67	0.86	\$4.78	13.6
13	Fixed	1,315	195	1,439.0	184.00	8.36	11.00	0.50	1,254.00	57.0	185.0	8.4	\$4.00	22	\$10,553.40	7.15	59.77	\$0.00	1.05	\$8.03	6.8
14	Fixed	1,231	213	1,180.0	204.00	9.27	9.00	0.41	1,010.00	45.9	170.0	7.7	\$5.00	22	\$11,527.56	6.03	55.95	\$0.00	1.22	\$9.36	5.0
15	Fixed	816	103	783.0	96.00	4.36	7.00	0.32	677.00	30.8	106.0	4.8	\$8.00	22	\$5,574.36	8.50	37.09	\$0.01	1.21	\$6.83	7.1
16	Fixed	182	43	326.0	38.00	1.73	5.00	0.23	229.00	10.4	43.0	2.0	\$0.00	22	\$2,327.16	4.79	8.27	\$0.00	0.79	\$12.79	6.0
17	Fixed	1,169	103	710.0	98.00	4.45	6.00	0.27	619.00	28.1	91.0	4.1	\$0.00	22	\$5,574.36	11.93	53.14	\$0.00	1.89	\$4.77	6.3
18	Fixed	4,293	171	1,220.0	167.00	7.59	4.00	0.18	1,027.00	46.7	193.0	8.8	\$0.00	22	\$9,254.52	25.71	195.14	\$0.00	4.18	\$2.16	6.1
19	Fixed	2,788	191	1,356.0	180.00	8.18	10.00	0.45	1,219.00	55.4	137.0	6.2	\$0.00	22	\$10,336.92	15.49	126.73	\$0.00	2.29	\$3.71	6.8
20	Fixed	8,294	315	2,344.0	299.00	13.59	15.00	0.68	2,078.00	94.5	266.0	12.1	\$0.00	22	\$17,047.80	27.74	377.00	\$0.00	3.99	\$2.06	6.9
21	Fixed	1,950	285	3,598.0	265.00	12.05	20.00	0.91	3,320.00	150.9	278.0	12.6	\$842.70	22	\$15,424.20	7.36	88.64	\$0.43	0.59	\$7.91	12.5
22	Fixed	301				0.00		0.00		0.0		0.0	\$145.03	22	\$0.00	#0 IV/DI	13.68	\$0.49	#0 IV/DI	\$0.00	#0 IV/DI
23	Fixed																				
24	Fixed	120	62	620.0	57.00	2.59	5.00	0.23	547.00	24.9	73.0	3.3	\$36.00	22	\$3,355.44	2.11	5.45	\$0.30	0.22	\$27.96	9.6
25	Fixed	600	63	628.0	58.00	2.64	5.00	0.23	556.00	25.3	72.0	3.3	\$0.00	22	\$3,409.56	10.34	27.27	\$0.00	1.08	\$5.68	9.6
31	Flex	424	113	1,887.0	92.65	4.21	20.48	0.93	1,628.00	74.0	259.0	11.8	\$235.00	22	\$6,122.60	4.58	19.27	\$0.55	0.26	\$14.44	17.6
32	Fixed	1131	275	4,079.0	255.00	11.59	20.00	0.91	2,718.00	123.5	361.0	16.4	\$588.31	22	\$14,883.00	4.44	51.41	\$0.52	0.42	\$13.16	10.7
42	Fixed	2725	305	3,827.0	294.00	13.36	11.00	0.50	3,617.00	164.4	156.0	7.1	\$2,060.30	22	\$16,506.60	9.27	123.86	\$0.76	0.75	\$6.06	12.3
44X	Express	55	446	10,556.0	407.00	18.50	38.00	1.73	9,719.00	441.8	837.0	38.0	\$74.00	22	\$24,137.52	0.14	2.50	\$1.35	0.01	\$438.86	23.9
45	Fixed	3,953	516	5,346.0	514.00	23.36	2.00	0.09	5,081.46	231.0	264.5	12.0	\$3,017.33	22	\$27,925.92	7.69	179.68	\$0.76	0.78	\$7.06	9.9
46	ReFlex																				
47	ReFlex	886	230	5,617.0	202.43	9.20	27.65	1.26	5,295.00	240.7	322.0	14.6	\$1,106.59	22	\$12,451.93	4.38	40.27	\$1.25	0.17	\$14.05	26.2
55	Fixed	2,005	536	7,511.0	508.00	23.09	28.00	1.27	6,868.94	312.2	642.0	29.2	\$1,784.92	22	\$29,008.32	3.95	91.14	\$0.89	0.29	\$14.47	13.5
57L	Local	74	204	4,468.0	173.00	7.86	31.00	1.41	3,991.00	167.8	777.0	35.3	\$85.01	22	\$11,040.48	0.43	3.36	\$1.15	0.02	\$149.20	21.3
61	Fixed	4,576	266	3,464.0	250.00	11.36	17.00	0.77	3,189.31	145.0	271.6	12.3	\$2,345.99	22	\$14,395.92	18.30	208.00	\$0.51	1.43	\$3.15	12.8
62	ReFlex																				
74	Fixed																				
75	Fixed	2,763	315	4,432.0	312.00	14.18	2.00	0.09	4,278.82	194.5	153.5	7.0	\$2,085.86	22	\$17,047.80	8.86	125.59	\$0.75	0.65	\$6.17	13.7
76	Fixed	75	231	4,042.0	205.00	9.32	26.00	1.18	3,438.44	156.3	603.4	27.4	\$14.96	22	\$12,501.72	0.37	3.41	\$0.20	0.02	\$166.69	16.8
77	Fixed	595	86	1,510.0	82.00	3.73	5.00	0.23	1,370.57	62.3	139.6	6.3	\$440.04	22	\$4,654.32	7.26	27.05	\$0.74	0.43	\$7.82	16.7
83L	Local	1,709	352	5,495.0	333.00	15.14	19.00	0.86	5,115.14	232.5	379.6	17.3	\$1,601.87	22	\$19,050.24	5.13	77.68	\$0.94	0.33	\$11.15	15.4
84	Fixed	1,635	205	3,200.0	192.00	8.73	13.00	0.59	2,957.86	134.4	242.4	11.0	\$763.07	22	\$11,094.60	8.52	74.32	\$0.47	0.55	\$6.79	15.4
88	Fixed	630	151	2,506.0	144.00	6.55	7.00	0.32	2,404.00	109.3	102.0	4.6	\$590.26	22	\$8,172.12	4.38	28.64	\$0.94	0.26	\$12.97	16.7
91	Fixed	2,693	318	4,379.0	309.00	14.05	9.00	0.41	4,216.24	191.6	162.5	7.4	\$1,270.26	22	\$17,210.16	8.72	122.41	\$0.47	0.64	\$6.39	13.6
92X	Express	191	340	4,523.0	323.00	14.68	17.00	0.77	4,230.00	192.3	293.0	13.3	\$266.30	22	\$18,400.80	0.59	8.68	\$1.39	0.05	\$96.34	13.1
93X	Express	26	132	3,761.0	117.00	5.32	15.00	0.68	3,479.00	158.1	282.0	12.8	\$68.00	22	\$7,143.84	0.22	1.18	\$2.62	0.01	\$274.76	29.7
94	Fixed																				
96	Fixed	768	314	5,438.0	292.00	13.27	22.00	1.00	4,991.00	226.9	447.0	20.3	\$530.35	22	\$16,993.68	2.63	34.91	\$0.69	0.15	\$22.13	17.1
97	ReFlex	12	30	881.0	22.47	1.02	7.52	0.34	655.00	29.8	226.0	10.3	\$0.00	22	\$1,622.52	0.53	0.55	\$0.00	0.02	\$135.21	29.1
101	Fixed	9,783	556	6,747.0	536.00	24.36	21.00	0.95	6,399.00	290.9	348.0	15.8	\$6,254.85	22	\$30,090.72	18.25	444.68	\$0.64	1.53	\$3.08	11.9
301	Fixed	6,110	571	7,076.0	549.00	24.95	21.00	0.95	6,661.00	302.8	415.0	18.9	\$3,686.54	22	\$30,902.52	11.13	277.73	\$0.60	0.92	\$5.06	12.1
401	Fixed	7,038	625	6,484.0	580.00	26.36	45.00	2.05	5,739.54	260.9	744.5	33.8	\$3,093.00	22	\$33,825.00	12.13	319.91	\$0.44	1.23	\$4.81	9.9
501	Fixed	9,953	715	10,087.0	698.00	31.73	17.00	0.77	9,407.06	427.6	680.0	30.9	\$6,174.04	22	\$38,695.80	14.26	452.41	\$0.62	1.06	\$3.89	13.5
701	Fixed	7,988	674	9,008.0	635.00	28.86	39.00	1.77	8,177.38	371.7	830.5	37.8	\$3,525.77	22	\$36,476.88	12.26	354.00	\$0.45	0.95	\$4.68	12.9
801	Fixed	9,891	1,029	12,113.0	974.00	44.27	55.00	2.50	10,678.00	485.4	1,435.0	65.2	\$7,342.22	22	\$55,689.48	10.16	449.59	\$0.74	0.93	\$5.63	11.0
DART Paratransit		4,975											\$0.00	22			226.14				
TOTAL		116,684	12,641	168,377.0	11,970.55	544.12	670.65	30.48	153,519.02	6,978.1	13,727.0	624.0	\$57,062.92	22	\$684,141.20	#0 IV/DI	\$24.82	#0 IV/DI	\$3,027.13	#0 IV/DI	

		Saturday																			
Route	Type	Boardings	Total Hours	Total Miles	Revenue Hours Total	Revenue Miles Total	Deadhead Hours Total	Deadhead Miles Total	Fare Revenue Collected	Operating Days	Operational Cost for Route	Passengers per Rev Veh Hr	Avg Passengers per Day	Avg Fare per Passenger	Passenger Rev per Mile	Cost Per Passenger	MPH				
1	Fixed	57	37	400.0	36.00	9.00	1.45	0.36	368.00	92.0	32.0	8.0	\$22.00	4	\$2,026.79	1.58	14.25	\$0.39	0.15	\$35.56	10.2
2	Fixed																				
3	Fixed	1	4	33.0	4.12	1.03	0.23	0.06	33.00	8.3	4.4	1.1	\$0.00	4	\$235.42	0.24	0.25	\$0.00	0.03	\$235.42	8.0
4	Fixed																				
6	Fixed	286	51	608.0	47.82	11.96	2.72	0.68	508.00	127.0	100.0	25.0	\$196.00	4	\$2,734.68	5.98	71.50	\$0.69	0.56	\$9.56	10.6
7	Fixed																				
11	Fixed	394	66	840.9	65.98	16.50	0.28	0.07	833.73	208.4	7.2	1.8	\$227.50	4	\$3,555.14	5.97	98.50	\$0.58	0.47	\$9.02	12.6
12	Fixed	437	51	629.2	48.84	12.21	2.36	0.59	590.23	147.6	39.0	9.8	\$354.61	4	\$2,770.94	8.95	109.25	\$0.81	0.74	\$6.34	12.1
13	Fixed																				
14	Fixed																				
15	Fixed																				
16	Fixed																				
17	Fixed																				
18	Fixed																				
19	Fixed																				
20	Fixed	240	21	196.0	18.32	4.58	2.85	0.71	158.00	39.5	38.0	9.5	\$0.00	4	\$1,145.72	13.10	60.00	\$0.00	1.52	\$4.77	8.6
21	Fixed	247	54	682.0	51.35	12.84	3.03	0.76	630.00	157.5	52.0	13.0	\$123.00	4	\$2,943.05	4.81	61.75	\$0.50	0.39	\$11.92	12.3
22	Fixed																				
23	Fixed																				
24	Fixed																				
25	Fixed																				
31	Flex	49	29.53	496	25.08	6.27	4.45	1.11	424	106.0	72	18.0	\$24.00	4	\$1,598.16	1.95	12.25	\$0.49	0.12	\$32.52	16.9
32	Fixed	150	36	549.0	34.08	8.52	2.35	0.59	517.00	129.3	32.0	8.0	\$84.00	4	\$1,971.59	4.40	37.50	\$0.56	0.29	\$13.14	15.2
42	Fixed	346			0.00	0.00	0.00	0.00	\$20.29	4	\$0.00	#DIV/0!	86.50	\$0.06	#DIV/0!	\$0.00	#DIV/0!	\$0.00	#DIV/0!		
44X	Express																				
45	Fixed	534	52	544.9	49.52	12.38	2.68	0.67	504.84	126.2	40.1	10.0	\$361.93	4	\$2,825.06	10.78	133.50	\$0.68	1.06	\$5.29	10.2
46	ReFlex																				
47	ReFlex	26	21	579.0	17.62	4.41	3.20	0.80	519.00	129.8	60.0	15.0	\$29.00	4	\$1,126.78	1.48	6.50	\$1.12	0.05	\$43.34	29.5
55	Fixed	329	82	1,184.8	79.40	19.85	2.41	0.60	1,104.91	276.2	81.8	20.5	\$253.75	4	\$4,427.02	4.14	82.25	\$0.77	0.30	\$13.46	13.9
57L	Local	4	25	523.0	22.92	5.73	2.40	0.60	464.00	116.0	59.0	14.8	\$2.00	4	\$1,370.32	0.17	1.00	\$0.50	0.01	\$342.58	20.2
61	Fixed	413	68	878.1	64.86	16.22	3.37	0.84	823.27	205.8	54.8	13.7	\$216.56	4	\$3,692.07	6.37	103.25	\$0.52	0.50	\$8.94	12.7
62	ReFlex																				
74	Fixed																				
75	Fixed	495	59	830.4	54.91	13.73	4.05	1.01	760.01	190.0	70.4	17.6	\$361.50	4	\$3,190.92	9.01	123.75	\$0.73	0.65	\$6.45	13.8
76	Fixed	4	42.08	794.98	36.16	9.04	5.92	1.48	840.64	160.2	154.34	38.6	\$2.00	4	\$2,277.37	0.11	1.00	\$0.50	0.01	\$569.34	17.7
77	Fixed	93	16	297.0	14.41	3.60	1.31	0.33	255.36	63.8	41.7	10.4	\$73.00	4	\$850.77	6.45	23.25	\$0.78	0.36	\$9.15	17.7
83L	Local	298	49	764.8	47.06	11.77	2.16	0.54	728.61	182.2	36.2	9.0	\$238.21	4	\$2,663.79	6.33	74.50	\$0.80	0.41	\$8.94	15.5
84	Fixed	287	27	425.2	27.18	6.80	0.23	0.06	420.39	105.1	27.4	6.9	\$89.00	4	\$1,482.89	10.56	71.75	\$0.31	0.68	\$5.17	15.5
88	Fixed																				
91	Fixed	198	31	380.8	31.09	7.77	0.11	0.03	375.77	93.9	5.0	1.3	\$106.06	4	\$1,676.64	6.37	49.50	\$0.54	0.53	\$8.47	12.1
92X	Express	22	18	267.0	14.30	3.58	3.77	0.94	413.00	103.3	24.8	6.2	\$32.00	4	\$977.95	1.54	5.50	\$1.45	0.05	\$44.45	28.9
93X	Express																				
94	Fixed																				
96	Fixed	52	25	467.0	22.73	5.68	2.07	0.52	413.00	103.3	24.8	6.2	\$72.00	4	\$1,342.18	2.29	13.00	\$1.38	0.13	\$25.81	18.2
97	ReFlex																				
101	Fixed	1,231	120	1,539.0	116.22	29.06	4.27	1.07	1,339.00	334.8	200.0	50.0	\$729.88	4	\$6,520.38	10.59	307.75	\$0.59	0.92	\$5.30	11.5
301	Fixed	617	61	667.0	58.03	14.51	3.03	0.76	642.00	160.5	25.0	6.3	\$478.08	4	\$3,305.11	10.63	154.25	\$0.77	0.96	\$5.36	11.1
401	Fixed	838	52	540.1	49.75	12.44	1.99	0.50	507.16	126.8	32.9	8.2	\$351.90	4	\$2,800.17	16.84	209.50	\$0.42	1.85	\$3.34	10.2
501	Fixed	1,099	51	741.2	48.78	12.20	2.23	0.56	681.09	170.3	60.1	15.0	\$670.36	4	\$2,760.66	22.53	274.75	\$0.61	1.61	\$2.51	14.0
701	Fixed	1,215	64	899.6	63.51	15.88	0.58	0.15	876.99	219.2	22.6	5.6	\$418.24	4	\$3,468.55	19.13	303.75	\$0.34	1.39	\$2.85	13.8
801	Fixed	1,381	119	1,299.0	115.50	28.88	3.40	0.85	1,257.00	314.3	118.9	29.7	\$632.69	4	\$6,434.87	11.96	345.25	\$0.46	1.10	\$4.66	10.9
DART Paratransit		106											4		26.50						
TOTAL		11,449	1,334	18,057.0	1,265.54	316.39	68.90	17.23	16,788.00	4,197.0	1,516.3	379.1	\$6,169.56	5	\$72,174.97	#DIV/0!	2835.75	\$17.35	#DIV/0!	\$1,473.75	#DIV/0!

		Sunday																			
Route	Type	Boardings	Total Hours	Total Miles	Revenue Hours Total	Revenue Hours	Deadhead Hours Total	Deadhead Hours	Revenue Miles Total	Revenue Miles	Deadhead Miles Total	Deadhead Miles	Fare Revenue Collected	Operating Days	Operational Cost for Route	Passengers per Rev Veh Hr	Avg Passengers per Day	Avg Fare per Passenger	Passenger Rev per Mile	Cost Per Passenger	MPH
1	Fixed	102	47	522.0	44.00	8.80	2.53	0.51	476.00	95.2	46.0	9.2	\$124.00	5	\$2,543.64	2.32	20.40	\$1.22	0.21	\$24.94	10.8
2	Fixed																				
3	Fixed	1	9	89.0	9.00	1.80	0.35	0.07	9.08	1.8	7.0	1.4	\$0.00	5	\$487.08	0.11	0.20	\$0.00	0.11	\$487.08	1.0
4	Fixed																				
6	Fixed	336	62	794.0	60.10	12.02	1.80	0.36	767.00	153.4	27.0	5.4	\$236.00	5	\$3,350.03	5.59	67.20	\$0.70	0.44	\$9.97	12.8
7	Fixed																				
11	Fixed	350	103	1,272.1	102.39	20.48	0.73	0.15	1,234.20	246.8	37.9	7.6	\$347.10	5	\$5,580.85	3.42	70.00	\$0.99	0.28	\$15.95	12.1
12	Fixed	406	74	741.0	71.73	14.35	1.82	0.36	712.00	142.4	29.0	5.8	\$221.61	5	\$3,980.53	5.66	81.20	\$0.55	0.57	\$9.80	9.9
13	Fixed																				
14	Fixed																				
15	Fixed																				
16	Fixed																				
17	Fixed																				
18	Fixed																				
19	Fixed																				
20	Fixed	37	16	147.0	13.47	2.69	2.03	0.41	116.00	23.2	31.0	6.2	\$0.00	5	\$838.86	2.75	7.40	\$0.00	0.32	\$22.67	8.6
21	Fixed	195	69	850.0	64.98	13.00	3.80	0.76	795.00	159.0	68.8	13.8	\$49.00	5	\$3,722.37	3.00	39.00	\$0.25	0.25	\$19.09	12.2
22	Fixed																				
23	Fixed																				
24	Fixed																				
25	Fixed																				
31	Flex	46	33	452.0	27.52	5.50	5.60	1.12	369.00	73.8	83.0	16.6	\$24.00	5	\$1,792.45	1.67	9.20	\$0.52	0.12	\$38.97	13.4
32	Fixed	170	45	689.0	43.23	8.65	2.23	0.45	638.00	127.6	51.0	10.2	\$125.95	5	\$2,460.84	3.93	34.00	\$0.74	0.27	\$14.48	14.8
42	Fixed	323	65	889.0	63.15	12.63	1.55	0.31	850.00	170.0	39.0	7.8	\$202.05	5	\$3,501.56	5.11	64.60	\$0.63	0.38	\$10.84	13.5
44X	Express																				
45	Fixed	511	69	722.6	68.05	13.61	1.08	0.22	686.83	137.4	35.8	7.2	\$264.72	5	\$3,740.77	7.51	102.20	\$0.52	0.74	\$7.32	10.1
46	ReFlex																				
47	ReFlex																				
55	Fixed	263	121	1,699.9	115.55	23.11	5.21	1.04	1,566.09	313.2	133.8	26.8	\$307.65	5	\$6,535.53	2.28	52.60	\$1.17	0.17	\$24.85	13.6
57L	Local																				
61	Fixed	405	104	1,282.9	97.28	19.46	6.34	1.27	1,176.80	235.4	106.1	21.2	\$294.08	5	\$5,607.37	4.16	81.00	\$0.73	0.34	\$13.85	12.1
62	ReFlex																				
74	Fixed																				
75	Fixed	553	58	813.3	55.16	11.03	2.74	0.55	761.59	152.3	51.7	10.3	\$430.41	5	\$3,133.55	10.03	110.60	\$0.78	0.73	\$5.67	13.8
76	Fixed	8	49	948.6	43.63	8.73	5.68	1.14	775.78	155.2	49.3	9.9	\$0.00	5	\$2,668.66	0.18	1.60	\$0.00	0.01	\$333.58	17.8
77	Fixed	89	18	354.4	17.39	3.48	1.03	0.21	309.23	61.8	18.4	3.7	\$56.00	5	\$996.89	5.12	17.80	\$0.63	0.29	\$11.20	17.8
83L	Local	269	67	1,091.9	65.15	13.03	1.84	0.37	1,053.38	210.7	38.5	7.7	\$253.40	5	\$3,625.50	4.13	53.80	\$0.94	0.26	\$13.48	16.2
84	Fixed	209	40	649.1	38.13	7.63	1.71	0.34	617.62	123.5	31.5	6.3	\$86.20	5	\$2,156.14	5.48	41.80	\$0.41	0.34	\$10.32	16.2
88	Fixed																				
91	Fixed																				
92X	Express	27	82	1,138.0	77.80	15.56	4.03	0.81	1,069.00	213.8	69.0	13.8	\$71.00	5	\$4,428.64	0.35	5.40	\$2.63	0.03	\$164.02	13.7
93X	Express																				
94	Fixed																				
96	Fixed																				
97	ReFlex																				
101	Fixed	1037	114	1,177.0	110.98	22.20	3.47	0.69	1,109.00	221.8	68.0	13.6	\$846.67	5	\$6,194.03	9.34	207.40	\$0.82	0.94	\$5.97	10.0
301	Fixed	500				0.00			0.00	0.0		0.0	\$333.01	5	\$0.00	#0 IV/DI	100.00	\$0.67	#0 IV/DI	\$0.00	#0 IV/DI
401	Fixed	782	77	808.4	72.84	14.57	4.49	0.90	735.17	147.0	73.2	14.6	\$320.81	5	\$4,185.10	10.74	156.40	\$0.41	1.06	\$5.35	10.1
501	Fixed	876	76	1,065.2	71.75	14.35	4.02	0.80	971.91	194.4	93.2	18.6	\$747.55	5	\$4,100.67	12.21	175.20	\$0.85	0.90	\$4.68	13.5
701	Fixed	1263	66	903.8	64.02	12.80	1.84	0.37	869.42	173.9	34.3	6.9	\$629.22	5	\$3,564.34	19.73	252.60	\$0.50	1.45	\$2.82	13.6
801	Fixed	1350	150	1,607.0	146.18	29.24	3.47	0.69	1,552.00	310.4	55.0	11.0	\$1,177.93	5	\$8,099.06	9.24	270.00	\$0.87	0.87	\$6.00	10.6
DART Paratransit		35												5			7.00				
TOTAL		10,143	1,613	20,707.0	1,543.48	308.70	69.39	13.88	19,220.10	3,844.0	1,277.5	255.5	\$7,148.36	5	\$87,294.48	#0 IV/DI	2021.60	\$17.52	#0 IV/DI	\$1,262.89	#0 IV/DI